



Official Record Index

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1.	Request/approval to study for discontinuance	3/22/2011
2.	Notice to Headquarters of suspension	3/25/2011
3.	Notice (if appropriate) to customers/district personnel of suspension	3/25/2011
4.	Highway map with community highlighted	3/25/2011
5.	Eviction notice (if appropriate)	3/25/2011
6.	Building inspection report and original photos of building deficiencies (if appropriate)	4/13/2011
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8.	Form 150, <i>Postmaster Workload Information</i>	4/21/2011
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14.	Inspection Service/local law enforcement vandalism reports	4/5/2011
15.	Post Office fact sheet	6/28/2011
16.	Community fact sheet	6/29/2011
17.	Alternate service options/cost analysis	4/8/2011
18.	Form 4920, <i>Post Office Closing or Consolidation Proposal—Fact Sheet</i> (with past three fiscal years of total revenue and revenue units)	6/28/2011
19.	Analysis of investigative findings/recommendations	6/29/2011
20.	Questionnaire instruction letter to postmaster/OIC	4/12/2011
21.	Cover letter, questionnaire, and enclosures	4/11/2011

Item No.	Description	Date Entered into Record
22.	Returned customer questionnaires and Postal Service response letters	6/28/2011
23.	Analysis of questionnaires	6/28/2011
24.	Community meeting roster	6/28/2011
25.	Community meeting analysis	6/28/2011
26.	Memo: Community meeting letter (if community meeting held prior to questionnaire)	6/28/2011
27.	Petition and Postal Service response letter (if appropriate)	4/20/2011
28.	Congressional inquiries and Postal Service response letter	4/22/2011
29.	Proposal checklist	6/29/2011
30.	District notification to Government Affairs	6/29/2011
31.	Instructions to postmaster/OIC to post proposal	6/29/2011
32.	Invitation for comments exhibit	6/29/2011
33.	Proposal exhibit	6/29/2011
34.	Comment form exhibit	6/29/2011
35.	Instructions for postmaster/OIC to remove proposal	9/6/2011
36.	Round-date stamped proposals and invitations for comments from affected offices	9/16/2011
37.	Notification of taking proposal and comments under internal consideration	9/16/2011
38.	Customer comments and Postal Service response letters	9/16/2011
39.	Premature Postal Rate Commission appeal and Postal Service response letter (if appropriate)	9/16/2011
40.	Analysis of comments	9/16/2011
41.	Revised proposal (if appropriate)	9/16/2011
42.	Updated Form 4920 (if appropriate)	9/16/2011

Item No.	Description	Date Entered into Record
43.	Certification of record	9/16/2011
44.	Log of Post Office discontinuance actions	9/16/2011
45.	Transmittal to Vice President, delivery and retail, from district manager, customer service and sales	9/16/2011
46.	Headquarters' acknowledgment of receipt of record	9/26/2011
47.	Final determination from Headquarters	10/24/2011
48.	Instruction letter to postmaster/OIC on posting	11/1/2011
49.	Round-date stamped final determination cover sheets	
50.	<i>Postal Bulletin</i> Post Office Change Announcement form	
51.	Vice president, Delivery and Retail, instruction letter	10/24/2011
52.	Appeal letter (if appropriate)/No appeal letter	
53.	Public notice postings on appeal (if appropriate)	
54.	Postal Rate Commission opinion on appeal affirming final determination (if appropriate)	
55.	Vice President, delivery and retail, instruction letter	
56.	Letter to customers	
57.	Notification to local Address Management Systems (AMS) to update AMS database	
58.	Announcement in <i>Postal Bulletin</i>	



03/22/2011

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

SUBJECT: Authority to Conduct Investigation

I request your authorization to investigate a possible change in postal services for the office in the IA-05 congressional district.

Post Office Name:	HARRIS
Zip+4 Code:	51345-7728
EAS Level:	11
Finance Number:	183933
County:	Osceola
Proposed Admin Office:	OCHEYEDAN PO
ADMIN Miles Away:	6.0
Near Office Name:	OCHEYEDAN PO
Near Miles Away:	6.0
Number of Customers:	
Post Office Box:	85
General Delivery:	0
Rural Route (RR):	97
Highway Contract Route (HCR):	0
Intermediate RR:	122
Intermediate HCR:	0
City Delivery:	0
Total Customers:	304
ZIP Code Change:	Yes <input type="checkbox"/> NO <input checked="" type="checkbox"/> ZIP Code

The above office became vacant when the postmaster retired on 03/26/2010.

Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

KENT GOCHENOUR
Manager, Post Office Operations

Approval to Study for Discontinuance:

GAIL DUBA
DISTRICT MANAGER
HAWKEYE PFC

03/22/2011

DATE

cc: Area Manager, Public Affairs and Communication



Docket: 1366304

NOTICE OF POST OFFICE EMERGENCY SUSPENSION

A. Office

Name: HARRIS State: IA Zip Code: 51345
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Osceola
EAS Grade: 11 Finance Number: 183933
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

• There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502



NOTICE TO CUSTOMERS/DISTRICT PERSONNEL OF SUSPENSION

A. Office

Name: HARRIS State: IA Zip Code: 51345
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Osceola
EAS Grade: 11 Finance Number: 183933
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no Emergency Suspension for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502



a service of

white
pages

DOCKET NO

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1

Post Office™ Locations

PRINT | BACK

Post Office™ Locations near 51345



1 Post Office™
Location - HARRIS
312 MAIN ST N
HARRIS, IA 51345-
7728
(800) ASK-USPS
(800) 275-8777
(712) 349-2398

2.0 mi

Business Hours
Mon-Fri
8:00am-12:00pm
1:00pm-4:15pm
Sat
8:00am-9:15am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

2 Post Office™
Location - OCHEYEDAN
851 MAIN ST
OCHEYEDAN, IA
51354-7726
(800) ASK-USPS
(800) 275-8777
(712) 758-3600

5.4 mi

Business Hours
Mon-Fri
8:30am-11:00am
12:30pm-4:00pm
Sat
8:30am-9:30am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

3 Post Office™
Location - LAKE
PARK
202 N MARKET ST
LAKE PARK, IA
51347-7819
(800) ASK-USPS
(800) 275-8777
(712) 832-3364

5.9 mi

Business Hours
Mon-Fri
8:30am-11:00am
12:15pm-4:00pm
Sat
9:00am-11:00am
Sun
closed

Services
PO Boxes Online

Service hours may vary. Please
check link for business hours.

4

Business Hours
Mon-Fri

Services
PO Boxes Online

**Post Office™
Location - ROUND
LAKE**137 MAIN ST
ROUND LAKE, MN
56167-9712
(800) ASK-USPS

(800) 275-8777

(507) 945-8201

8.7 mi

8:30am-12:00pm
1:00pm-3:45pm
Sat
8:15am-9:15am
Sun
closedService hours may vary. Please
check link for business hours.

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2

Post Office™ Locations near 51345**By City**

HARRIS OCHEYEDAN LAKE PARK ROUND LAKE MELVIN

By ZIP Code51354 51347 56167 51350 56117 51331 51355 51351 51249 51360
51346 56187 51340 51338 56119 51232 51248 56181 56150 51243**People and Business Search** Find people and businesses at WhitePages.com**People Search**Search for a person and
perform a reverse lookup
on phone numbers and
addresses.**Business Search**Search for a business by name or
category nationwide.**Reverse Phone Number**

See who is calling you

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Yellow Pages, White Pages, also nearby



Eviction Notice

A. Office

Name: HARRIS State: IA Zip Code: 51345
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Osceola
EAS Grade: 11 Finance Number: 183933
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

There was no eviction notice for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502



Building Inspection Report

A. Office

Name: HARRIS State: IA Zip Code: 51345
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Osceola
EAS Grade: 11 Finance Number: 183933
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

- There was no building inspection report nor photos for this office

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 03/25/2011
Fax No: (319) 399-5502

Harris Community Photos

DOCKET NO.

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ITEM NO.

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Front of Post Office



Back of Post Office



Looking South from PO entrance



Gym



Methodist Church



Coop Gas Station

Harris Community Photos

SOCKET NO. 1366304-51345

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2



Forbes Meats/Grocery



Mini Groto



Mini Groto



Robertson Mechanical



CEA Elevator



Going West into Harris

Harris Community Photos

SECRET NO.

1366304-51345

ITEM NO.

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3



CEA Elevator



Harris Fire Station



Harris Community Building



Going East into Harris



Going North into Harris



Vellema Dairy

Harris Community Photos

SECRET NO. 13 66304-534
7
4



Harris City Building



looking West



Looking East



Harris City Park



City Mayor

PS Form 150, Postmaster Workload Information

Post Office, State & Zip Code HARRIS, IA 51345		Postmaster's Signature FVYBJ0	Date 04/11/2011
District Office, State & Zip Code HAWKEYE PFC, IOWA 52405		District Manager's Signature Gail Duba	Date 04/21/2011
(Check Box)			
<input type="checkbox"/> Vacancy <input checked="" type="checkbox"/> Management Review <input type="checkbox"/> RFR		See Instructions on Reverse	
1.	Current Office Level		11
2.	Finance Number	(1-6)	183933
3.	General Delivery Families Served	(7-9)	0
4.	Post Office Boxes/Call Boxes Rented	(10-15)	85
5.	Possible City Deliveries	(16-20)	0
6.	Administrative Rural Boxes Served	(21-25)	97
7.	Intermediate Rural Boxes Served	(26-30)	0
8.	Administrative Responsibility for Intermediate Rural Boxes for Other Offices	(31-35)	122
9.	Administrative Highway Contract/Star Route Boxes Served	(36-39)	0
10.	Intermediate Highway Contract/Star Route Boxes Served	(40-43)	0
11.	Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices	(44-47)	0
12.	Number of Carrier Stations/Branches	(48-49)	0
13.	Number of Finance Stations/Branches	(50-51)	0
14.	Number of Contract Stations/Branches & Community Post Offices	(52-53)	0
15a.	Does Office Experience A Seasonal Workload? (box one "Y" of yes, "N" for no) (If you answer "yes" of this question, complete "Seasonal Workload" section on reverse.)	(54)	N
15b.	Duration of Experience A Seasonal Workload? (minimum of 8 weeks)	(55-56)	0
16.	Does Office Perform Outgoing Distribution for Other Offices?	(57)	N
17.	Does Office Perform Incoming Distribution for Other Offices?	(58)	N
18.	Does Office Perform Incoming Secondary Distribution for Other Offices?	(59)	N
19.	Do You Separate All Incoming Letter Size Mail to City & Rural Carrier Routes for Your Own Office?	(60)	N
20.	Do You Separate All Incoming Flat Size Mail to City & Rural Carrier Routes for Your Own Office?	(61)	Y
21.	Do You Have Responsibility for Vehicle Maintenance Facilities?	(62)	N
22.	Does Your Office Have Administrative Responsibility for an Air Transfer Office?	(63)	N
23.	Is Postmaster Lessor for Government Owned Building?	(64)	N
24.	Does Office Have MPLSM/SPLSM?	(65)	N
25.	Does Office Distribute Food Stamps?	(65)	N

PS Form 150, Postmaster Workload Information

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	Normal	During Seasonal Period
General Delivery Families Served	0	0
Post Office Boxes/Call Boxes Rented	85	0
Possible City Deliveries	0	0
Administrative Rural Boxes Served	97	0
Intermediate Rural Boxes Served	0	0
Administrative Responsibility/Number Intermediate Rural Boxes	122	0
Administrative Highway Contract/Star Route Boxes Served	0	0
Intermediate Highway Contract/Star Route Boxes Served	0	0
Administrative Responsibility/Number Intermediate Highway Contract/Star Route Boxes	0	0

Instructions

- Enter current evaluated office level.
- Enter the 6 digit post office finance number.
- Enter number of general delivery families served.
- Enter total number of post office boxes and call boxes rented. Do not confuse with the total number available. This total should include boxes rented at classified stations/branches as well as the main office including GPO's.
- Enter total possible city deliveries. The total reported should equal the total possible deliveries shown on Form 1621, Carrier Route Report for the previous accounting period.
- Enter the number of administrative boxes served. This is the number of rural route boxes served within your ZIP Code ONLY by carriers administratively reporting to you. Do not include boxes on the routes which are in the ZIP Code of an intermediate office.
- Enter the number of intermediate rural boxes served. This is the number of rural boxes, within your ZIP Code, served by a carrier administratively reporting to another postmaster. For credit, the mail must be incoming to your office and separated to the routes within your ZIP Code by you or your employees prior to carrier sequencing.
- Enter the number of intermediate rural boxes for which you are administratively responsible. This is the number of boxes served by a carrier administratively responsible to you, but which are located in the ZIP Code for another office.
- Enter the number of administrative highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor for whom you have administrative responsibility. Do not include boxes on the routes which are in the same ZIP Code of an intermediate office.
- Enter the number of intermediate highway contract star route boxes served. This is the total number of star route boxes served within your ZIP Code ONLY by a contractor who administratively reports to another Postmaster. For credit the mail must be incoming to your office and separated to the contract route by you or your employees.
- Enter the number of intermediate highway contract star route boxes for which you are administratively responsible. This is the number of boxes served by a contractor for whom you are administratively responsible and which are located in the ZIP Code of another office.
- Enter the number of classified stations and/or branches that have carrier delivery service.
- Enter the number of classified finance stations and/or branches (without carrier delivery service) staffed by postal employees.
- Enter the total number of contract stations, rural stations and community post offices:
 - A contract station is a detached finance unit manned by non-postal employees.
 - A rural station is a post office box delivery unit serviced by a rural carrier.
 - A community post office is a contract unit which provides service in a small community.
- To receive credit for a seasonal workload increase the items shown on the seasonal workload portion of the form must show a 25% increase and must last for a minimum of 8 weeks. The Christmas Season is not to be considered as a seasonal workload increase. Should your office have a seasonal workload increase you should enter the exact number of weeks the season lasts and complete the seasonal workload portion of the form in its entirety.

Questions 16 Thru 25 Should Be Answered Y (Yes) or N (No)

- Does office separate massed outgoing mail originating in other associate offices to three digit ZIP CODE designating offices and/or area distribution centers and demonstrate a sorting, facing and canceling operation?
- Does office separate massed three digit sorted incoming mail to a five digit sort for other associate offices?
- Does office separate incoming mail to carrier routes for other associate offices?
- Does office separate all incoming letter size mail to city, rural and/or star routes?
- Does office separate all incoming flats to city and/or rural carrier routes without assistance from an MPC?
- Do you have a vehicle maintenance facility under your jurisdiction?
- Do you have an air transfer office under your jurisdiction?
- Do you occupy a government-owned building and lease a portion of the building to someone else?
- Does your office operate a Multiple Position Letter Sorting Machine (MPLSM) or Single Position Letter Sorting Machine (SPLSM)?
- Does your office distribute food stamps?

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Worksheet for calculating Workload Service Credit (WSC) for Post Offices

Office Name: HARRIS
 Office Zip+4: 51345 -7728 District: HAWKEYE PFC

Activity WSCs

General Delivery Families Served (Item 3, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Post Office Boxes/Call Boxes Rented (Item 4, PS Form 150)	<u>85</u>	X 1.0	=	<u>85</u>
Possible City Deliveries (Item 5, PS Form 150)	<u>0</u>	X 1.33	=	<u>0</u>
Administrative Rural Boxes Served (Item 6, PS Form 150)	<u>97</u>	X 1.0	=	<u>97</u>
Intermediate Rural Boxes Served (Item 7, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Rural Boxes for Other Offices (Item 8, PS Form 150)	<u>122</u>	X 0.3	=	<u>37</u>
Administrative Highway Contract/Star Route Boxes Served (Item 9, PS Form 150)	<u>0</u>	X 1.0	=	<u>0</u>
Intermediate Highway Contract/Star Route Boxes Served (Item 10, PS Form 150)	<u>0</u>	X 0.7	=	<u>0</u>
Administrative Responsibility for Intermediate Highway Contract/Star Route Boxes for Other Offices (Item 11, PS Form 150)	<u>0</u>	X 0.3	=	<u>0</u>
Total Activity WSCs				<u>219</u>

Revenue WSCs

First	25 revenue units: 1.00	X <u>25</u> units	=	<u>25.00</u>
Next	275 revenue units: 0.50	X <u>31</u> units	=	<u>15.50</u>
Next	700 revenue units: 0.25	X <u>0</u> units	=	<u>0.00</u>
Next	5000 revenue units: 0.10	X <u>0</u> units	=	<u>0.00</u>
	Balance of revenue units: 0.01	X <u>0</u> units	=	<u>0.00</u>
Total revenue WSCs:				<u>40.50</u>

Activity WSCs 219 + Revenue WSCs = 40.50 Base WSCs 259.50 = EAS Grade 11

Previous evaluation: EAS grade 11

Effective date of change in service hours: _____ (if appropriate)
 (when a vacancy exists, hours must reflect the appropriate EAS grade)

Worksheet completed by:

KAREN LENANE

KAREN.S.LENANE@USPS.GOV

Printed Name

Signature

HAWKEYE PFC District Review Coordinator

03/25/2011

Title

Date



03/25/2011

OIC/POSTMASTER

SUBJECT: HARRIS Post Office

As you are aware, the Postal Service is evaluating a possible change in how postal services are provided to HARRIS customers.

Please conduct the following surveys: Window Transaction Survey, Survey of Incoming Mail, and Survey of Dispatched Mail at the HARRIS Post Office for a 2-week period. The surveys should begin 03/26/2011 and end on 04/08/2011. Please complete the enclosed forms as accurately as possible.

All forms should be completed by 04/09/2011. The completed forms may become part of an official and public record.

Thank you for your assistance. If you have any questions, please contact KAREN LENANE, Post Office Review Coordinator, at (319) 399-2902.

KAREN LENANE

Post Office Review Coordinator

cc: Official Record

Links: Window Transaction Survey - http://hqcsopps/po_dis/win/in_survey.cfm?fin=1366304

Survey of Incoming Mail - http://hqcsopps/po_dis/invol/in_survey.cfm?fin=1366304

Survey of Dispatched Mail - http://hqcsopps/po_dis/outvol/in_survey.cfm?fin=1366304

Survey of Incoming Mail

Survey of Incoming Mail
(Record in Pieces)

Post Office Name and Zip+4 HARRIS 51345 - 7728

Dates Recorded 03/26/2011 through 04/08/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/26	545	9	108	109	12	4	0	0
Sun - 03/27	0	0	0	0	0	0	0	0
Mon - 03/28	503	19	115	101	15	2	0	0
Tue - 03/29	416	23	109	128	7	3	0	0
Wed - 03/30	284	12	171	396	5	7	0	0
Thu - 03/31	451	5	93	279	15	7	0	0
Fri - 04/01	537	19	86	73	9	4	0	0
Sat - 04/02	666	17	85	113	22	4	0	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	1025	16	49	15	11	11	0	0
Tue - 04/05	536	23	32	281	12	1	0	0
Wed - 04/06	457	18	214	324	8	1	0	0
Thu - 04/07	491	26	80	95	16	0	0	0
Fri - 04/08	410	6	153	124	13	2	0	0
TOTALS	6,321	193	1,295	2,038	145	46	0	0
Daily Average	526.8	16.1	107.9	169.8	12.1	3.8	0.0	0.0

Signature of Person Making Count:

FVYBJ0

Printed Name:

FVYBJ0

Date:

04/11/11

Conversion Rate

Letter Type	Total Pieces Per Foot	Flat Type	Total Pieces Per Foot
Manual Letters	227	Manual Flats	115
Automated Letters	215	Automated Flats	115
Sequenced Letters	227	Sequenced Flats	115

Conversion rates are subject to periodic updates which will be published and disseminated when applicable.

Survey of Dispatched Mail

Survey of Dispatched Mail
 (Record in Pieces)

Post Office Name and Zip+4

HARRIS 51345 - 7728

Dates Recorded

03/26/2011 through 04/08/2011

Date	Letters		Flats		Parcels		Other	
	First Class	Standard	First Class	Standard	Priority	Standard		
Sat - 03/26	83	0	2	0	2	0	1	0
Sun - 03/27	0	0	0	0	0	0	0	0
Mon - 03/28	158	0	3	1	3	2	1	0
Tue - 03/29	69	0	4	0	3	2	1	0
Wed - 03/30	83	0	2	0	2	1	1	0
Thu - 03/31	102	0	3	0	2	0	1	0
Fri - 04/01	185	0	0	0	5	0	1	0
Sat - 04/02	78	0	1	0	0	0	1	0
Sun - 04/03	0	0	0	0	0	0	0	0
Mon - 04/04	154	0	17	0	5	1	1	0
Tue - 04/05	141	0	0	36	2	0	1	0
Wed - 04/06	134	0	1	1	3	2	1	0
Thu - 04/07	148	0	2	1	1	1	1	0
Fri - 04/08	159	0	3	0	2	0	1	0
TOTALS	1,494	0	38	39	30	9	12	0
Daily Average	124.5	0.0	3.2	3.3	2.5	0.8	1.0	0.0

Signature of Person Making Count:

FVYBJ0

Printed Name:

FVYBJ0

Date:

04/11/11



04/05/2011

OIC/POSTMASTER

SUBJECT: HARRIS Post Office

Please provide the names and addresses of businesses, religious institutions, civic organizations, and local government offices, and schools that are served by the HARRIS Post Office. The list of businesses should include small, part-time and in-home businesses, as well as public institutions, such as schools, police departments, etc; religious institutions and businesses physically located outside the community that use retail services on a routine basis at the HARRIS Post Office. Also, please provide the total number of permit mailers and postage meter customers. Indicate in the space below the total number of Post Office box, general, and street delivery customers served by the office. Return all documents to KAREN LENANE by 04/19/2011. This information will be entered into the official record for public viewing.

Post Office Box	<u>85</u>
General Delivery	<u>0</u>
Rural Route (RR)	<u>97</u>
Highway Contract Route (HCR)	<u>0</u>
Intermediate RR	<u>0</u>
Intermediate HCR	<u>0</u>
City Delivery	<u>0</u>
Total Customers	<u>182</u>

If you have any comments on alternate means of providing services to the HARRIS customers, please provide them below:

Intermediate RR Boxes 122 Businesses served: Harris Economic Devoplement PO Box 143 Harris IA 51345 CEA 305 Main Street S Harris IA 51345 B&B Sales 6942 130th Street Harris IA 51345 Brueggeman Farms 1153 White Ave Harris IA 51345 Expressions 7055 Highway 9 Harris IA 51345 Dugout Creek Design 7055 Highway 9 Harris IA 51345 Southpaws 7055 Highway 9 Harris IA 51345 Test of Time 7055 Highway 9 Harris IA 51345 Five Star Catering 1885 Yew Ave Harris IA 51345 Clain Link Express 1885 Yew Ave Harris IA 51345 Sunrise Farms 2060 White Ave Harris IA 51345 R&L Construction 1335 Vine Ave Harris IA 51345 NNK Partnership 7069 210th Street Harris IA 51345 Outback 7069 210th Street Harris IA 51345 KIN Pork Inc. 7069 210th Street Harris IA 51345 D&J Lorch LTD 2176 100th Ave Harris IA 51345 May City Fire Dept. 2319 Yew Ave Harris IA 51345 Harmon Oil 6980 120th Street Harris IA 51345 Hibma Family Farms 6922 120th Street Harris IA 51345 M&R Construction 6692 120th Street Harris IA 51345 Klaassen Trucking 318 Main Street S Harris IA 51345 Bosma Trucking 6775 130th Street Harris IA 51345 HET Club Store 2060 Yew Ave Harris IA 51345 Pampered Chef - Ellen Bosma 6656 Highway 9 Harris IA 51345 Clipper Windpower 6952 Highway 9 Harris IA 51345 Westview Dairy 1761 White Ave Harris IA 51345 VanderVeen Calf Ranch 1761 White Ave Harris IA 51345 Vellema Dairy 309 Osceola Ave E Harris IA 51345 Karen Witt Daycare 6608 160th Street Harris IA 51345 D&D Boots Dairy 1624 Yew Ave Harris IA 51345 Portable Welding 2204 white Ave Harris IA 51345

Recher Partnership 6834 230th Street Harris IA 51345 Reisburg Contruction 1789 100 Ave Harris IA 51345 Walhoef Farms LLC 1707 100th Ave Harris IA 51345 MCM Fabrication 6857 Highway 9 Harris IA 51345 Stony Creek Pork 6996 220th Street Harris IA 51345 3B Electric 6996 220th Street Harris IA 51345 Peterson Construction 6857 170th Street Harris IA 51345 D&C Construction PO Box 134 Harris IA 51345 Handy Man Servcie 6681 110th Street Harris IA 51345 Bull Dog Powerwash PO Box 25 Harris IA 51345 DJ72 Inc 1967 100th Ave Harris IA 51345 Rick's Greenhouse 6730 140th Street Harris IA 51345 Ravling Construction 1239 Warbler Ave Harris IA 51345 Birdsall View Gardens 1825 Yew Ave Harris IA 51345 Raye Trucking PO Box 12 Harris IA 51345 United Methodist Church PO Box 54 Harris IA 51345 Jessica Smith - AVON PO Box 123 Harris IA 51345 Roberston Mechanical PO Box 95 Harris IA 51345 Stan Clubs - Ebay PO Box 76 Harris IA 51345 Harris Fire Dept. PO Box 98 Harris IA 51345 Forbes Meat/Grocery PO Box 38 Harris IA 51345 City of Harris PO Box 135 Harris IA 51345 H-LP School 905 S Market Street Lake Park IA 51347 Heath Auto 525 Amy Ave Round Lake MN 56167

KAREN LENANE

Post Office Review Coordinator

Comments:

cc: Official Record



03/28/2011

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HARRIS Post Office, 51345 - 7728, located in Osceola County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please enter your findings in the yellow blocks below. Once complete please click submit. You can print from above. Signatures are captured electronically.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

NBR records of mail theft or vandalism: 0

Comments/Findings:

cc: Official Record



04/01/2011

Doug Weber – Osceola County Sheriff
309 6th St
Sibley, IA 51249

SUBJECT: Possible Discontinuance of Post Office

The Postal Service is currently conducting an investigation concerning the possible discontinuance of the HARRIS Post Office, 51345 - 7728, located in Osceola County. Please search your records for any recent reports of mail theft or vandalism in the area.

Please return your findings in the enclosed envelope. You may use the bottom of this form to report your findings, accompanied by your signature, title, and date.

Thank you for your assistance in this matter

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC

Enclosure: Return Envelope

Nbr records of mail theft or vandalism: ____

Comments/Findings:

8-29-08 possible mail tampering
5-12-09 mailbox damage

cc: Official Record

Judy Top
Head dispatcher Jail Adm
4-5-11

Post Office Survey Sheet

Post Office Name	<u>HARRIS</u>	ZIP+4	<u>51345-7728</u>
Congressional District	<u>IA-05</u>	Date	<u>06/28/2011</u>

1. List specific information about the facility, such as structural defects, safety hazards, lack of running water or restrooms (if so, where restrooms are available), security, and other deficiencies or factors to consider.

N/A Management Initiated Study

2. Is the facility accessible to persons with disabilities? ☒ Yes ☐ No

3. Lease terms? 30-day cancellation clause? Site only- lease expires 4/30/2013. 60 day cancellation clause

4. Are suitable alternate quarters available for an independent Post Office? If so, where?

N/A Management Initiated Study

5. List potential CPO sites.

N/A - CPO not being sought

6. Are there any postage meter customers or permit mailers? ☐ Yes ☒ No

If yes, please identify them by name and address.

None

7. Which career and noncareer employees will be affected and what accommodations will be made for them?

PMR/OIC possible reassignment or termination

8. How is mail received and dispatched at the office and at what times? How will this be affected by discontinuance? Will a collection box be retained? Will a locked pouch be utilized?

Mail is received in the AM via Star Route Driver at 7:25 Mail is dispatched in the PM via Star Route Driver at 4:15

How many Post Office boxes are installed? 140

How many Post Office boxes are used? 85

What are the window service hours? 08:00 - 12:00 13:00 - 16:15 M-F

08:00 - 09:15 S

What are the lobby hours? 6:00am - 9:00pm M-F

6:00am - 9:00pm S

9. Have there been recent cases of mail theft or vandalism reported to the postmaster/OIC? Explain.
2 reports by the Osceola County Sheriff

10.	What equipment in the Post Office is not owned by the Postal Service (e.g., Post Office Boxes, furniture, safe)?	
	None	
11.	List potential CBU/parcel lockers sites and distances from present Post Office site.	
	City property	
12.	Are there any special customer needs? (People who cannot read or write, who cannot drive, who have infirmities or physical handicaps, etc.) How can these people be accommodated?	
	No	
13.	Rural delivery/HCR delivery.	
a.	What is current evaluation?	K42
b.	Will this change result in the route being overburdened?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, what accommodations will be made to adjust the route?	possible adjustment *
c.	How many boxes and miles will be added to the route?	85, box 0.50 Miles
d.	What would be the additional annual expense if the route is increased?	13132
e.	What is the one-time cost of CBU/parcel locker installation (if appropriate)?	0
f.	At what time of the day does the carrier begin delivery to the community?	9:00 AM
	Will this delivery time be affected if the office is discontinued? (Y or N)	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
	If so, how?	0
14.	Are the Post Office box fees at the facility that will provide alternative service different from those at the office to be discontinued? If so, how (Cost)? <input type="checkbox"/> More <input checked="" type="checkbox"/> Same <input type="checkbox"/> Less	

Community Survey Sheet

Community Survey Sheet

Post Office Name	<u>HARRIS</u>	ZIP+4	<u>51345-7728</u>
Congressional District	<u>IA-05</u>	Date	<u>06/29/2011</u>

1. Incorporated? ☒ Yes ☐ No
Local government provided by: Mayor and council
Police protection provided by: Osceola County Sheriff
Fire protection provided by: Harris Fire Department
School location: Harris Lake Park - Lake Park
2. What population growth is expected? (Please document your source)
~91 Facilities Planning Website
3. What residential, commercial, or business growth is expected? (Please document your source)
None, Officer in Charge of Harris Post Office
4. History. (Are there any special historical events related to the community?
Are there any special community events to consider?
Is the Post Office facility a state or national historic landmark (see ASM 515.23)?
Check with the field real estate office when verification is needed.)
None
5. What is the geographic/economic make-up of the community (e.g., retirees, commuters, self-employed, farmers)?
retirees, commuters, and self-employed residents
6. Which nonpostal services are provided by the Post Office (e.g., public bulletin board,
school bus stop, community meeting location, voting place, government form distribution center.
Do employees of the office offer assistance to senior citizens and handicapped)?
What provisions can be made for these services if the Post Office is discontinued?
No

Highway Contract Route Cost Analysis Form

Highway Contract Route Estimated Cost for Alternative Service

Office Name: HARRIS

Office Zip+4: 51345 -7728

District: HAWKEYE PFC

- | | | | | |
|----|--|-------------|--------------------------------------|-------------|
| 1. | Enter the number of additional boxes to be added to the route | <u>0</u> | x 3.64 hours per year | <u>0.00</u> |
| 2. | Enter the number of additional miles to be added to the route | <u>0.00</u> | x 10.40 hours per year | <u>0.00</u> |
| | | | Total time added to the route | <u>0.00</u> |
| 3. | Enter the HCR hourly rate
(Contact Area Manager, Purchasing/Contracting Officer) | | | <u>0.00</u> |
| | Total additional compensation (HCR hourly rate x total time added to the route) | | | <u>0.00</u> |

Rural Route Cost Analysis Form

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Rural Route Carrier Estimated Cost for Alternative Replacement Service

Office Name: HARRIS

Office Zip+4: 51345 -7728

District: HAWKEYE PFC

1. Enter the number of additional boxes to be added to the rural route

85

2. Enter the number of additional miles to be added to the route
Enter the volume factor

0.50

3.04

Total (additional boxes x volume factor) 258.40

3. Enter the number of additional boxes to be added to the rural route

85

Centralized boxes

0.00

x 1.00 Min

0.00

Regular L route boxes

0.00

x 1.82 Min

0.00

Regular Non-L route boxes

85.00

x 2.00 Min

170.00

Total additional box allowance 170.00

4. Enter the number of additional daily miles to be added to the rural route

0.50

x 12 Mileage
Standard

6.00

**Total additional minutes per week
(miles carried to two decimal places)** 434.40

5. Total additional annual minutes (additional minutes per week year)

434.40

x 52 Weeks

22,588.80

6. Total additional annual hours (additional annual minutes/ 60 minutes per hour)

22,588.80

/ 60 Minutes

376.48

7. Enter the rural cost per hour (see national payroll summary report - rural carrier, consolidated)

34.88

Total Annual Cost (additional annual hours x rural cost per hour) 13,131.62

8. Enter lock pouch allowance (if applicable)

0.00

Total annual cost for alternate service (annual cost minus lock pouch allowance) 13,131.62

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 09/28/2011																								
2. Post Office Name HARRIS		3. State and ZIP + 4 Code IA, 51345-7728																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County Oskaloosa	7. Congressional District IA-06																									
8. Reason for Proposal to Discontinue Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.		9. PO Emergency Suspend (Reason and Date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 03/26/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) EAS-11 Downgraded from EAS-11 d. No of Clerks- 0 No of Career- 0 No of Non-Career- 0 e. No of Others- 1 No of Career- 0 No of Non-Career- 1		a. Time M-F 08:00 - 12:00 13:00 - 16:15 Sat 08:00 - 09:15 a. Lobby Time M-F 8:00am - 9:00pm Sat 8:00am - 9:00pm Total Window Hours Per Week 37.50																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 85 c. City Delivery 0 d. Rural Delivery 97 e. Highway Contract Route Box 0 f. Total 182 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 17.80		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>542</td> <td>124</td> </tr> <tr> <td>b. Newspaper</td> <td>277</td> <td>6</td> </tr> <tr> <td>c. Parcel</td> <td>15</td> <td>3</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>834</td> <td>134</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	542	124	b. Newspaper	277	6	c. Parcel	15	3	d. Other	0	1	e. Total	834	134	f. No. of Postage Meters		0	g. No. of Permits		0
Types of Mail	Received	Dispatched																										
a. First-Class	542	124																										
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c. Parcel	15	3																										
d. Other	0	1																										
e. Total	834	134																										
f. No. of Postage Meters		0																										
g. No. of Permits		0																										
Finances a. FY 2008 2009 2010		Receipts \$ 24,946 \$ 25,031 \$ 21,516	b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168	c. PM Fringe Benefits (33.6% of b.) \$11,111																								
15a. Quarters																												
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 04/30/2013 Annual Lease \$ 1600 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in: <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																												
15b. Explain: lease is on the site only.																												
17. Schools, Churches and Organization in Service Area No: 1 Harris United Methodist Church		19. Administrative/Emanating Office (Proposed): Name OCHEYEDAN EAS Level 13 Miles Away 5.0 Window Service Hours: M-F 08:30-11:00 12:30- SAT 08:30-09:30 Lobby Hours: M-F 7:00-21:00 SAT 7:00-16:00 PO Boxes Available: 127																										
18. Businesses in Service Area No: 55 Harris Economic Development, CEA BB Sales, Bruggeman Farms, Expressions, Dugout Creek Design, Southpaws, Test of Time, Five Star Catering, Chain Link Express, Sunrise Farms, RL Construction, NNK Partnership, Outback, KIN Pork Inc, DJ Lorch, LTD May City, Fire Dept, Harmon Oil, Hobbs Family Farms, M&R Construction, Klaassen Trucking, Bosma Trucking, HET Club Store, Pampered Chef Ellen Bosma, Clipper Windpower, Westview Dairy, VanderVeen Calf Ranch, Valera Dairy, Karen Velt Daycare, DD Boots Dairy, Portable Welding, Recher Partnership, Reitsburg Construction, Walhelf Farms, MCM Fabrication, Stony Creek Park, 3B Electric, Peterson Construction, DC Construction, Handy Man Service, Bull Dog Powerwash, DJ72 Inc, Ricks Greenhouse, Rawling Construction, Birdsell View Gardens, Raye Trucking, United Methodist Church, Jessica Smith AVON, Robertson Mechanical, Stan Clubs Ebay, Harris Fire Dept, Forbes Meat Grocery, City of Harris HLP School, Heath Auto		20. Nearest Post Office (if different from above): Name OCHEYEDAN EAS Level 13 Miles Away 5.0 Window Service Hours: M-F 08:30-11:00 12:30- SAT 08:30-09:30 Lobby Hours: M-F 7:00-21:00 SAT 7:00-16:00 PO Boxes Available: 127																										
21. Prepared by																												
Printed Name and Title SARA LINDAUER		Signature SARA LINDAUER		Telephone No. AC () (319) 399-2902																								
PO Discontinuance Coordinator Name KAREN LENANE		Telephone No. AC () (319) 399-2902		Location CEDAR RAPIDS, IOWA																								



A. Office

Name: HARRIS State: IA Zip Code: 51345
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: Osceola
EAS Grade: 11 Finance Number: 183933
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 19. And the verification of new service type is complete.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2802

Date: 06/29/2011
Fax No: (319) 399-5502



04/12/11

OIC/POSTMASTER

SUBJECT: HARRIS Post Office

Enclosed are questionnaires addressed to customers of the HARRIS Post Office. I have also enclosed additional copies of the questionnaires for any retail or other customer who wishes to complete one. Please furnish these questionnaires to retail customers upon request. All completed forms should be forwarded to my office by 04/28/11 for further review.

A handwritten signature in black ink, appearing to read "KL", with a long horizontal flourish extending to the right.

Karen Lenane
Post Office Review Coordinator
Enclosures



04/11/2011

Dear Postal Service Customer:

As the Postal Service manager responsible for all Post Offices in your area, I would like your opinion concerning a possible change in the way your postal service is provided. The recommended change is tentative and will not lead to a formal proposal unless we conclude that it will provide a maximum degree of regular and effective service.

The Postmaster at the HARRIS Post Office retired on 03/26/2010. The Office is being studied for possible closing or consolidation for the following reasons: Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

Briefly, we would like to provide pickup and delivery of your mail, as well as the sale of stamps and all other customary postal services, by rural route service emanating from the OCHEYEDAN PO.

We estimate that carrier service would cost the Postal Service substantially less than maintaining the Post Office in your community and still provide regular and effective service. Enclosed is information about some of the services available from the carrier. Retail services are also available at the OCHEYEDAN PO, located 6.0 miles away. Hours of service at this office are 08:30-11:00 12:30- 16:00, Monday through Friday, and 08:30 09:30 on Saturday. Post Office box service is available at this location at the same fees.

I invite you to think about a possible change to rural route service. Please return the enclosed questionnaire by 04/28/2011 using the pre-addressed envelope provided or at the community meeting.

You may, of course, want to discuss this form of service with us before drawing any conclusions. Postal representatives will be at the Harris Community building on 04/28/2011 from 6:00 pm to 7:00 pm to answer questions and provide information about our service. You may wish to discuss and submit your questionnaire at that time.

If you have any questions, you may call Karen Lenane at (319) 399-2902.

Thank you for your assistance.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Enclosures:

Questionnaire and return envelope Summary of Post Office Change Regulations,
Carrier delivery information CBU information sheet (when appropriate)



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☐ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☐ Personal needs☐ Banking☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



DOCKET NO 1366 304-51345
ITEM NO 21
PAGE 4

POST OFFICE ON WHEELS SERVICES AVAILABLE FROM RURAL AND HIGHWAY CONTRACT ROUTE CARRIERS

You can eliminate almost all trips to the Post Office, because doing business with the Postal Service is as close as your mailbox. The carrier can provide virtually all postal services to you, and most transactions do not require meeting the carrier at the mailbox. Some of the most frequently used services are:

MAILING PACKAGES

Carriers will accept packages at the mailbox without a customer being present, provided the postage is fully prepaid, and the customer is known to reside or conduct business at that collection point. The package MUST have a matching return address that is the same as the collection point. If postage has not been applied, estimate the amount of postage needed and leave the money in the mailbox. If insurance is desired, the value of the contents must be specified. The carrier will take the package to the Post Office, and it will be weighed to determine the appropriate rate. The package will be mailed that same day. The carrier will leave the customer's change and insurance receipt, if appropriate, in the mailbox on the next delivery day.

PURCHASING STAMPS BY MAIL

The Stamps by Mail program provides customers the opportunity to purchase stamps, envelopes, and postal cards by using Form 3227-R, *Stamp Purchase Order (Rural)*, available from the Post Office or the carrier. Commemorative stamps and stamp-collecting products are also available. The customer addresses the postage paid order form envelope, encloses payment by personal check or postal money order made payable to the United States Postal Service, and mails the form (postage-free) or leaves it in the mailbox for the carrier to pick up. Most orders are processed overnight, and some immediately.

PURCHASING POSTAL MONEY ORDERS

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

SPECIAL SERVICES

Special services such as Certified, Registered, Express Mail, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

HOLDING MAIL

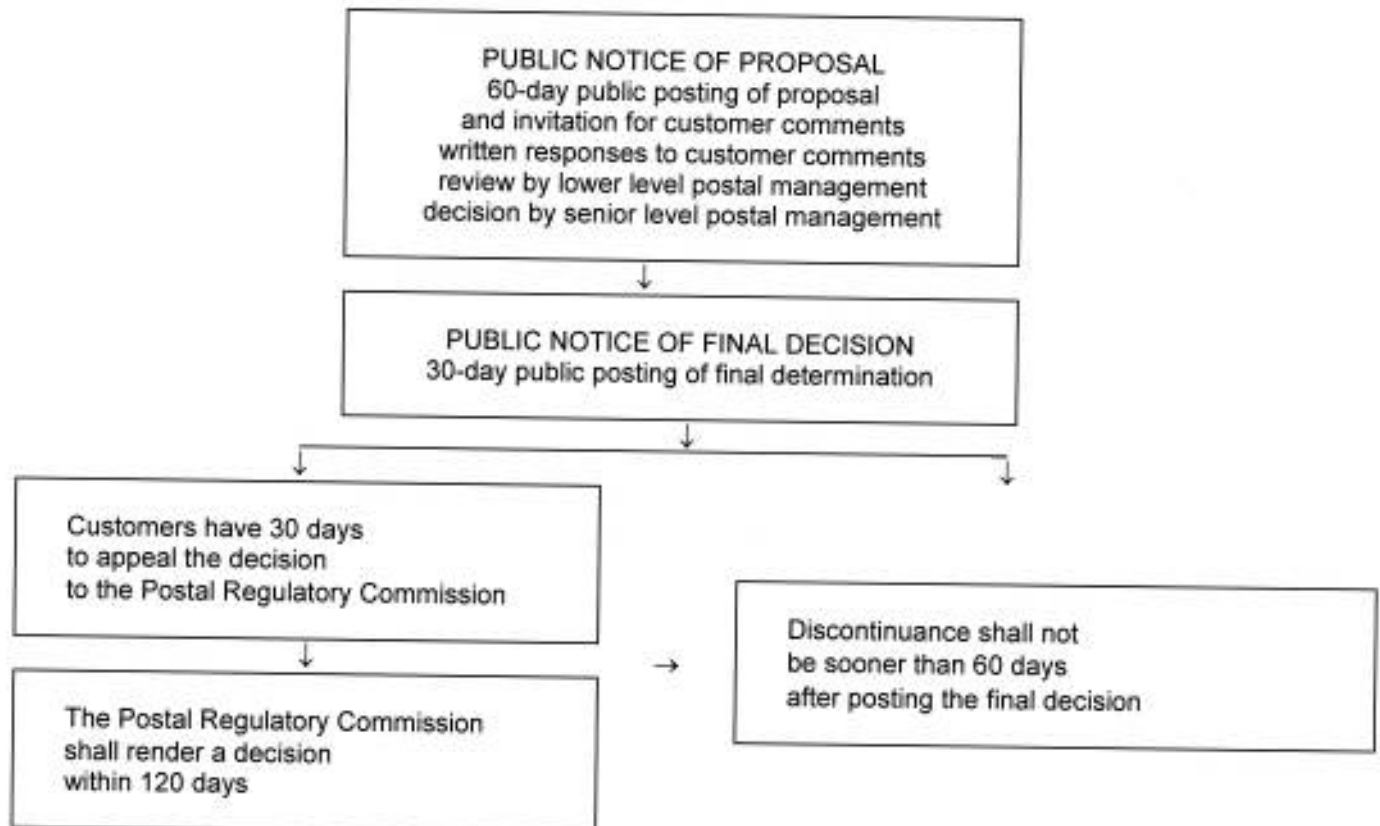
Customers who will be away for an extended time, such as a vacation, may request that their mail be held at the Post Office during their absence. Upon return, the customer asks the Post Office to resume delivery.

SUMMARY OF POST OFFICE CHANGE REGULATIONS

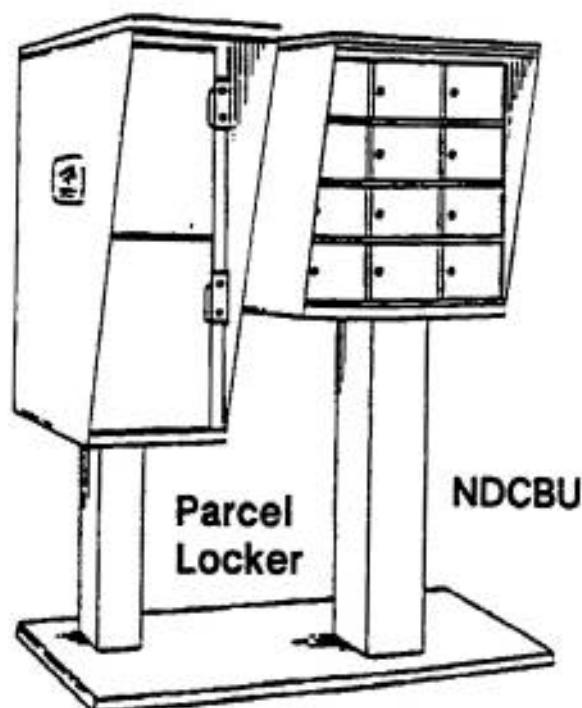
Certain regulations based on federal law apply when postal managers propose to replace a post office with an alternate form of postal service. These regulations are designed to ensure that the reasons for proposing such changes in postal service are fully disclosed at a stage when customers can make helpful contributions toward a final decision. The full text of the statutory regulations appears in Title 39, United States Code, Section 404(b), while the implementing regulations appear in Title 39, Code of Federal Regulations, Part 241.3.

An initial investigation and any subsequent formal proposal to discontinue a post office originate with postal field managers responsible for post offices in that area. The proposal must explain the services recommended as substitutes and the rationale that supports this recommendation. The written proposal is prominently posted for 60 days at affected post offices, along with an "Invitation for Comments," which formally invites customer comments. At the end of the 60-day comment period, additional review is made at lower and upper levels of postal management.

When a final decision is made at Postal Headquarters in Washington, DC, that decision is posted in affected post offices for 30 days, during which customers may appeal the decision to the Postal Regulatory Commission in Washington, DC. The Postal Regulatory Commission has 120 days to consider and decide an appeal. Even without an appeal, no post office may be closed sooner than 60 days after the public posting of the final decision.



Cluster Box Units



Neighborhood Delivery and Collection Box Units (NDCBUs) and Cluster Box Units (CBUs) are secure, free-standing units of individually locked mail compartments that are provided, installed, and maintained by the Postal Service at no cost to customers. These units benefit customers in time and money because they eliminate the customer's cost to install new boxes, and any future replacement and maintenance. A significant benefit of the NDCBUs and CBUs is the security they provide against mail theft and mailbox vandalism. Another advantage is the convenience of depositing outgoing mail in the designated collection compartment in the CBU or NDCBU.

Each customer's unit is large enough to hold several days' accumulation of mail, thereby eliminating the need to have mail held at the Post Office during short periods away from home. For longer periods away from home, customers should continue to contact the Post Office and request their mail to be:

1. Held at the Post Office until they return, or
2. Delivered to a specified friend or neighbor, or
3. Forwarded to their temporary address.

Parcel lockers may be installed next to NDCBUs for receiving packages that do not require a signature. Each CBU includes at least one parcel locker.

Customers are provided keys to their individual mailbox compartments in CBUs and NDCBUs. Parcel locker keys are placed in a customer's mailbox compartment when a parcel is secured in a locker for that customer.



06/28/2011

DAVID LORCH
2176 100TH AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs? ☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☒ Banking Sheldon
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: David Lorch

Address: 2176 100th Ave Harris, Ia

Telephone: 712-735-6800

Date: 4/23/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

BILLIE G SELBY
6904 220TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☐ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Billie H Selby

Address: 6904 220th St

Telephone: 712-735-6300

Date: April 16, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We live on a farm in the center of a lot of towns. Our address is Harris, but our school district is not neither is our Church, Bank, so we do not travel that direction often. We do appreciate the mail service we get from the Harris post office.



05/28/2011

RAY TRYON
PO BOX 127
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1366304 - 51345

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☐ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Ray Tryon

Address: PO Box 127

Telephone: None

Date: 4-25-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

STEVEN HESEBECK

PO BOX 164
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", with a stylized flourish at the end.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|--|
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|----------|------------------------------|--|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake, Ia

☐ Personal needs

☐ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Steven Hesebeck

Address: P.O. Box 164

Telephone: (712) 349-2443

Date: Apr. 26, 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

BRIAN AND LAURIE BRUEGGEMAN
6942 130TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. You were concerned about maintaining 9:00 am delivery. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: _____

I often go by the post office in
Lake Park IA 51347

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: I get ^{my} mail in the morning - 9:00 a.m.
I would like this to be maintained.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment self employed.
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Brian & Laurie Brueggeman
6942 130th Street
Harris, Iowa 51345-7500

BB AG SALES
6942 130th St.
Harris, Iowa 51345-7500

Address:

Telephone:

712-344-2333

Date:

4-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

TOMMIE BANNOR
112 PROPER ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

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KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: TOMMIE BANNOR

Address: 112 PROPER ST HARRIS

Telephone: _____

Date: 4-27-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

SHERRY SNIDEKER

6723 HWY 9
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about misdelivered mail. You had some concerns regarding misdelivery. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. You have also stated that the Postal employee at the Sibley Post Office was rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. They concern will be conveyed.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1355304 - 51345

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

from our
mail box

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO they didn't have any
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I actually will mail out of another town as several items I mail from Harris - Lake Park - Sibley get lost.

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake / Worthington Mn
☒ Personal needs " "
☒ Banking Lake Park
☒ Employment Spirit Lake
☒ Social needs Spirit Lake / Worthington

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Sherry Snider

Address: 6723 Hwy 9

Telephone:

Date: 4/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Incoming mail from Ned at Sibley USDA never came here or was returned to him. I called Sibley were a male postal worker accused me of lying then changing the whole story with his boss. I filed a complaint, nobody called! Hosp bill from Spirit Lake never arrived, it went to collections without my knowing. I found out yesterday while at the hospital with my son. Dixie is wonderful!



06/28/2011

DUANE VANDERVEEN

1761 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", with a stylized flourish at the end.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake - Sibley
☒ Personal needs Sibley
☒ Banking Sibley
☒ Employment Nowhere - self employed
☒ Social needs Spirit Lake - Sibley

5. Do you currently use local businesses in the community?

☒ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Duane Vander Veen

Address:

1761 White Avenue

Telephone:

712-349-2313

Date:

4-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

GEORGE BOPPERT

PO BOX 66
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Twice @ year
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit LAKE
☒ Personal needs Harris + Spirit LAKE
☒ Banking Ocheyedan
☒ Employment Getting Parts
☒ Social needs Harris And Spirit LAKE

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: George Boppert

Address: Box 66, 311 Main St Harris

Telephone: 952 500-1734

Date: 4-19-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

ANITA SCHIPHOFF
2201 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> Sometimes
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I'm in Melvin, IA at least once a week, so if I am in need of something I may do it there.

3. If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Lakes Area
☒ Personal needs Lakes Area and Spencer, IA
☒ Banking Sibley, IA and Lakes Area
☒ Employment Self and Melvin, IA
☒ Social needs Lakes Area

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Anita Schiphoff (Marine PFC David Brinkman - my son's mail comes to me)
Address: 2201 White Ave, Harris, IA 51345
Telephone: 712-735-4301
Date: 4-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

A MILLER
PO BOX 184
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written over a horizontal line.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1356304 - 51345

Item Nbr: 22

Page Nbr: 1/2

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: A Miller

Address: POX 184

Telephone: none

Date: 4-19-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

CLOSE THE POST OFFICE
IT'S A WASTE OF MONEY.
WE GOT ANOTHER P.O. BOX
TURN IT IN
TO A LIQUOR STORE Thanks



06/28/2011

SUNRISE FARMS INC
2060 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings
- b. Resetting/using postage meter

☐ YES ☒ NO

☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms)
- b. Using for school bus stop
- c. Assisting senior citizens, persons with disabilities, etc.

☐ YES ☒ NO

☐ YES ☒ NO

☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board

☐ YES ☒ NO

☐ YES ☒ NO

- e. Other

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Sunrise Farms, Inc.

Address: 2060 White Ave. Harris, IA 51345

Telephone: 712-735-6010

Date: 4/27/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

PHYLLIS VELLEMA
309 OSCEOLA AVE E
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about why the postmaster position was not filled. You stated that the government should be creating jobs and not eliminating them. The Postal Service is not supported by tax dollars and relies on the revenue generated from the products and services they provide. The organization also is required to perform like a business. Due to the reduction of workload, the Postal Service has been aggressively trying to reduce the workforce to meet the workload. Creating more positions in this scenario would be fiscally irresponsible.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Phyllis Vellema

Address: 309 Osceola Ave E. Harris

Telephone: 712-330-6394

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

see attach.

Sirs,

During these times of high unemployment, the govt. should be creating jobs, or at least keeping the ones that are already there. Not taking them away and hurting a small town.

Please keep this post office open

Thank you.

Phyllis Vellema

Phyllis Vellema



06/28/2011

CHERYL DAKE
6918 HWY 9
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I work in Sibley, Iowa so I stop after work Harris is closed by time I get there.

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake, Iowa Wathington, Mo
☒ Personal needs Sibley, Iowa Ocheyedon, Ia
☒ Banking Wathington, Mo
☒ Employment Sibley, Iowa
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Cheryl Dake

Address: 10918 Hwy 9 Harris, Iowa 51345

Telephone: 712-349-2155

Date: 4-16-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

LORI HACKNEY
PO BOX 133
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour". The signature is fluid and cursive, with a long horizontal stroke at the end.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Lori Hackney

Address:

PO Box 133

Telephone:

Date:

4-15-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

EUGENE FENSKE

2104 WILSON AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1388304 - 51345

Item Nbr: 22

Page Nbr: 16a

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Spencer IA spirit Lake IA
☐ Personal needs
☐ Banking Hartley IA
☐ Employment Harris IA Hartley IA
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Eugene Fenske

Address: 2104 Wilson Ave. Harris IA 51345

Telephone: 712-330-4803

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

LOUELLA ENGELSON

PO BOX 124
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake IA
☒ Personal needs Spirit Lake IA
☒ Banking Spirit Lake IA
☒ Employment @ Home
☒ Social needs go out of Town

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Loa Ella Engelson

Address: 121 W Lawton Ave P.O. Box 124 Harris IA 51345

Telephone: 712 260-0340

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

JEFF SMITH
305 MAIN ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

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KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously ~~currently~~ received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously ~~currently~~ received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Jeff Smith

Address: 305 Main St Harris IA 51345

Telephone: 349-2169

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



05/28/2011

EDWARD BUHRMAN
PO BOX 14
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1366304 - 51345

Item Nbr: 22

Page Nbr: 196

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Easy to get to

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Have To pay for service

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping spirit Lake Lake park sibley
☒ Personal needs spirit Lake Lake park sibley
☒ Banking spirit Lake Lake park ocheyedon sibley
☐ Employment
☒ Social needs Lake park round Lake ocheyedon

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Edward Burman

Address: 313 Jackson St PO Box 14 Harris IA

Telephone: (712) 344-2239

Date: 4/15/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

WAYNE BOYER
PO BOX 182
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake
☒ Personal needs Spirit Lake
☒ Banking Spirit Lake
☐ Employment NA
☒ Social needs Spirit Lake

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: WAYNE BOYER

Address: 212 JACKSON ST N PO Box 182 HARRIS IA

Telephone: 713-330-2507

Date: 4/14/2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

KEITH AND DEE KLAASSEN

318 MAIN ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously/received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Keitha Dee Klausson

Address: 318 Main St

Telephone: 712 349 2404

Date: 4-15-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

RAYMOND AND LYLAKHERMAN

1117 WALNUT ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochendour", written in a cursive style.

KENT GOCHENDOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake Worthington
☐ Personal needs Spirit Lake
☐ Banking Sibley - Lake Park
☐ Employment -
☐ Social needs My social need is stopping for coffee at Harri
and make my letter etc.

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Raymond + Lyla Ahlman

Address: 1117 Walnut Ave Harri. Iowa 51345

Telephone: 712. 349- 2315

Date: 4- 15- 11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

JUDY HARMON
6980 120TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

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KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

We go thru Lake Park

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Judy Harmon

Address: 6980 120th St

Telephone: 712-330-2957

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

CONNIE HAVENSTEIN

PO BOX 114
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

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KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☒ Banking Lake Park, IA
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Connie Haverstein

Address: PO Box 114 Harris IA 51345

Telephone: 712 349-2301

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

BETTY BERENDS

2244 YEW AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

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KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
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c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

picking up letters + buying stamps

- d. Using public bulletin board ☐ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Hartley, Worthington, Minn., Harris, Spencer & other towns
☒ Personal needs " " " "
☒ Banking Premier
☒ Employment Hartley, Ockee, Melvin & May City
☒ Social needs most towns

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Betty Berends

Address: 2244 Jew Ave

Telephone: 712-735-6277

Date: April 14-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We in this rural area depend on the Harris post office, as we are a distance from towns. living on farms.



06/28/2011

DIXIE MCKENNA
PO BOX 132
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the mailbox installation and maintenance. You were concerned about who would provide snow removal for the cluster box units. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. The Postal Service will contract someone to remove the snow.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: I would have questions on who would provide snow removal for the cluster box units

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping I buy my groceries in Harris
☐ Personal needs
☐ Banking My banking is done by mail
☐ Employment I work in Harris
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Dixie McKenna

Address: 123 Railroad Ave P.O. Box 132

Telephone: 712 349-2406 330-0017

Date: 4-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

DAN BREUKER
7030 130TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", with a stylized flourish at the end.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1386304 - 51345

Item Nbr: 22

Page Nbr: 27a

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Getting mail for older people

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Dan Brecker

Address: 7030 130th St Harris, Ia 51345

Telephone: 712-330-7526

Date: 4-15-16

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

DAN HIBMA

HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1366304 - 51345

Item Nbr: 22

Page Nbr: 23c

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

OTHER TOWNS

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

DAN HIBMA

Address:

Telephone:

Date:

4-17-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

From a efficient stand point
and a economic standpoint you
should have shut this years
ago.



06/28/2011

DON AND MARLENE LORING

PO BOX 165
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the mailbox installation and maintenance. You were concerned that delivery to cluster box units would be more costly than keeping the present system. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Rural delivery to Cluster Box Units would be more cost efficient than maintaining a Post Office.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain: _____

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|-----------------------------|
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
|----------|------------------------------|-----------------------------|

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain: _____

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

We now pick up our mail by 8:45AM - Cost to put up new boxes will be more costly than keeping our present system.

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Spirit Lake or Worthington, MN
☐ Personal needs
☒ Banking Sibley or Arnolds Park
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Don and Marlene Loring

Address: 320 Leora St P.O. Box 165 Harris, IA 51345

Telephone: 712-330-3623 or 712-330-5165

Date: 4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

KENT VICKERY

PO BOX 55
OCHEYEDAN, IA 51354

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedon Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|--|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I have always done my mailing in Harris

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Kent Vickery

Address:

PO Box 55 Ocheyedan Iowa 51354

Telephone:

712 204 4914

Date:

4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



08/28/2011

DANIEL BETZ
PO BOX 172
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: DANIEL BETZ

Address: PO BOX 172

Telephone: 712-349-2412

Date: 4-17-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

JOHN KLATT JR
6733 160TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Worthington - Spier's Lake
☐ Personal needs
☐ Banking Melvin La
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No Not as much

Name: John H. Klatt Jr.

Address: 6733 160th St

Telephone: 712 349-2423

Date: 4-16-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

MARY WALTMAN
1661 WILSON AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|-----------------------------|
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
|----------|------------------------------|-----------------------------|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Worthington Spirit Lake Spencer
☒ Personal needs " " "
☐ Banking
☒ Employment Spirit Lake
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Mary Walther

Address: 1161 Wilson Ave Harris IA 51345

Telephone: _____

Date: 4-17-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

ANGELA EPTING
2017 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52408-9998



Docket: 1366304 - 51345

Item Nbr: 22

Page Nbr: 342

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain: _____

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain: _____

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain: _____

- If you previously/~~currently~~ received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/~~currently~~ received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your ~~current~~ service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Angela Epting

Address:

2017 White Ave. Harris, IA 51345

Telephone:

813-997-5823

Date:

4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

MICHELLE BIRDSALL

1825 YEW AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

My husband does; he works in Pocahontas area.

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake Harris - Gasoline
☒ Personal needs Spirit Lake
☒ Banking Spirit Lake
☒ Employment Pocahontas area
☒ Social needs Sibley Spirit Lake Ocheyedan

5. Do you currently use local businesses in the community?

☒ Yes ☐ No Coop. Energy for gas for cars

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Michelle Birdsall

Address: 1825 Yew Ave Harris, IA

Telephone: 712-330-7333

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

RUSSELL MEIER

PO BOX 155
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|---|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
|--------------------------------|---|-----------------------------|

- | | | |
|----------|------------------------------|--|
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|----------|------------------------------|--|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

It will be the same in some ways and inconsistent in others

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake
☐ Personal needs
☒ Banking Round Lake, MN
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Russell Merri

Address: P.O. Box 155, Haines, Ia

Telephone: 712-349-2425

Date: April 15 - 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

STAN CLUBS
118 PROPER ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1386304 - 51345

Item Nbr: 22

Page Nbr: 37a

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

Pick up mail for friend when
ill

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

DOCKET NO. 1366304-51345
ITEM NO. 22
PAGE 37b

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: STAN CLUBS

Address: 118 PROPER ST.

Telephone: 712 - 349 - 2400

Date: 4-17-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

HARVEY AND MARSHA MCCLAIN

6959 120TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. You have stated that you enjoy the service at the Harris Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

- | | Daily | Weekly | Monthly | Never |
|--|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps <i>buy them by the 100's</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| e. Pick up general delivery mail <i>we are rural</i> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Harvey & Marsha McClain

Address: 6959 120th St. Harris, La. 51345

Telephone: 712-349-2390

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

We feel that the Harris Post Office should not be closed because of convenience. We are there quite often & Jamie helps us when we have difficulties with ^{buy mail} ~~that the~~ Dixie is also very helpful. Thanks,
The McClains
P.S. Don't Close the Harris Post office!



06/28/2011

DANIELLE SHADLE

221 LEORA ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously ~~currently~~ received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously ~~currently~~ received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☐ Personal needs
☐ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Danielle Shadle

Address: 221 Leora St Harris IA 51345

Telephone: 712 331 1252

Date: 4/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

SCOTT ROBERTSON

116 PROPER ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake + Lake Park
☐ Personal needs
☒ Banking Lake Park
☐ Employment
☒ Social needs Spirit Lake

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Scott Robertson

Address: 116 Prosper St

Telephone: 712-349-2128

Date: 4-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

LANA PETERSON

6690 140TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

when available

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☒ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously ~~currently~~ received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously ~~currently~~ received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your ~~current~~ service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake, Worthington
☒ Personal needs Sibley, Ia
☒ Banking Round Lake, Mn
☒ Employment Worthington, Mn, Lake Park
☒ Social needs Spirit Lake

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Lana Peterson

Address: 66 90 140th St, Harris, Ia 51345

Telephone: 712-349-2116

Date: 16 Apr 2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

DONNA AND JON SWEET

PO BOX 26
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about the loss of the Communities' identity. You were concerned that a discontinuance of the Harris Post Office would "kill" the community. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☐ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Donna Jackson Sweet

Address: P.O. Box 26

Telephone: 712-330-8831

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I will NOT Be a happy camper if you close the Postoffice. I might even move cause you all are slowly killing this small and wonderful town.!!



06/28/2011

SHARON DUIS
PO BOX 93
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

work - shopping - family - personal needs - everything

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Washington, Maine
☒ Personal needs Washington, Maine
☒ Banking Sidney, Ia
☒ Employment Sidney, Ia
☐ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Sharon Davis

Address: Box 93 218 Leora St

Telephone: 712-349-2414

Date: 4-16-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

DENNIS SCHWARTING

PO BOX 56
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", with a long horizontal flourish extending to the right.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☒ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better☐ Just as Good☐ No Opinion☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping☒ Personal needs Doctor - Warrington, MN & Spirit Lake IA☒ Banking LAKE PARK IA☐ Employment☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: DENNIS Schwarting

Address: 115 Leve SE PO-56

Telephone: 712 349 2187

Date: 4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

ABRIEL DEAN
PO BOX 45
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

go through Lake Park & the Lakes Area almost daily

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better

☐ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

- ☒ Shopping Spirit Lake or Lakes area in general
☒ Personal needs College - Spirit Lake
☒ Banking Lake Park
☐ Employment
☒ Social needs family + friends in lakes area + Lake Park

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Abriel Dean

Address: 211 N Leora St. PO Box 45 Harris, IA

Telephone: 712-240-2288

Date: 4-17-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

DERRY AND MARY ANN ADOLF
6867 230TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously/~~currently~~ received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/~~currently~~ received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your ~~current~~ service?

☐ Better☐ Just as Good☐ No Opinion☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping☒ Personal needs☒ Banking☐ Employment

Self-employed farmer

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name:

Derry & Mary Ann Adolf

Address:

6867-230th St Harris, IA 51345-7506

Telephone:

712-735-6466

Date:

4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

ELIZABETH LEONARD

6996 220TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Elizabeth Leonard

Address:

6996 220th St Harris IA 51345

Telephone:

712-735-4018

Date:

4-19-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

WLB

I enjoy the Harris P.O.,
it is easily accessible, &
convenient for me to use.
I would be depressed if
it closed.

Thank you,
~~Elizabeth~~ Forward



06/28/2011

JERRY AND LARENE HESEBECK

PO BOX 112
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1366304 - 51345

Item Nbr: 22

Page Nbr: 480

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake IA.
☒ Personal needs Spirit Lake - Milford IA.
☒ Banking Lake Park IA ~~and~~ Milford IA.
☒ Employment Lake Park IA.
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Jerry & LaRene Hesebeck

Address: P.O. Box 112 Harris, IA 314 Leora St -

Telephone: 712-349-2452

Date: 4-20-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

RAYE TRUCKING

PO BOX 12
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1366304 - 51345

Item Nbr: 22

Page Nbr: 4 of 4

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Worthington MN
☐ Personal needs
☐ Banking online banking
☒ Employment - all over - trucking
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: Raye Trucking
Address: PO Box 12 Harris
Telephone: N/A
Date: 4-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

WILLIAM P AND SHAWN LOUISE TAUNTON
1215 WILSON AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You stated that you would miss the special attention and assistance provided by the personnel at the Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
- You expressed a concern about package delivery and pickup. You expressed concern regarding services. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/2 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while travelling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

If prefer the personal service of the friendly and efficient Harris P.O.

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: William P and Shawn Louise Taunton

Address: 1215 Wilson Ave. Harris IA 51345

Telephone: 870 807 1947

Date: 4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I leave town often and the Harris P.O. holds my mail. Sometimes they call me if I have a package too large for them to deliver and I can just pick it up 2 1/2 miles away. They also bring packages to my house and leave it inside out of the weather.



06/28/2011

AL BRUEGGEMAN
1153 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
|--------------------------------|---|-----------------------------|

- | | | |
|----------|------------------------------|-----------------------------|
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
|----------|------------------------------|-----------------------------|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Walmart Mr. or Harris Co.
☐ Personal needs Walmart Mr. or Spirit Lake Ia.
☐ Banking Solo Park Ia.
☐ Employment Self.
☐ Social needs Walmart Mr. or Spirit Lake

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Survey Store & Elevator

I would not use the Survey Store as much.

Name:

Al Bruggeman

Address:

1153 White Oak Harris, Iowa

Telephone:

712-330-7377

Date:

4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

JIM JEROUSEK
PO BOX 92
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Tim Terausek

Address: 223 Lawton Ave. PO Box 92

Telephone: 712-330-4961

Date: 4-20-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

LOUISE HANSMANN

1445 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

- | | Daily | Weekly | Monthly | Never |
|--|--------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| a. Buying Stamps | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| b. Mailing Letters | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| c. Mailing Parcels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| d. Pick up Post Office box mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| e. Pick up general delivery mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| f. Buying money orders | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> |
| h. Sending Express Mail | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |
| i. Buying stamp-collecting material | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> |

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☐ Personal needs
☒ Banking
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

LOUISE HERSMANN

Address:

1445 - White Ave. Harris, PA 51345

Telephone:

712-349 2010

Date:

4-28-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

VIC MCKENNEN
PO BOX 111
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping
☐ Personal needs
☒ Banking
☒ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Vic McKenna

Address: P.O. Box 111

Telephone: 712-260-2410

Date: 4/24/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

LISA ABOAMERA
PO BOX 41
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|-----------------------------|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
|--------------------------------|------------------------------|-----------------------------|

- | | | |
|----------|------------------------------|--|
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|----------|------------------------------|--|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better

☐ Just as Good

☐ No Opinion

☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☐ Social needs Don't have a social life

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Liza Abcamera

Address:

Box 41

Telephone:

712-330-7882

Date:

4-18-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

JEFF LORING
PO BOX 102
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1366304 - 51345

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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| e. Other | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |

If yes, please explain:

city minutes are posted there

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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PAGE 566

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake or Worthington, Spencer
☒ Personal needs Same as above
☒ Banking Okeydon or Lake Park
☒ Employment Harris
☒ Social needs Lake Park

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jeff Long - Mayor

Address:

Po Box 102 Harris In 51345

Telephone:

712-349-9102, 712-330-4613

Date:

4-20-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

WILFRED BOSMA
6656 HWY 9
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

when we travel to other communities

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☐ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Wesley Boma

Address:

6656 HWY 9

Telephone:

758-3304

Date:

4-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

ERVIN L HIBMA
1139 WILSON AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- You expressed a concern about delivery time. You were concerned about delivery times. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|---|--|
| a. Picking up government forms (such as tax forms) | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|---|-----------------------------|
| d. Using public bulletin board | <input checked="" type="checkbox"/> YES | <input type="checkbox"/> NO |
|--------------------------------|---|-----------------------------|

- | | | |
|----------|------------------------------|--|
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|----------|------------------------------|--|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☒ Worse

If yes, please explain: Receives mail later in the day not as handy

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Out of town
☐ Personal needs
☒ Banking Around Lake Minnetonka
☐ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Ervin L. Hibbard

Address: 1139 Wilson Ave Harris, Ia 51345

Telephone: 712-349-2355

Date: 4-16-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

*We would prefer
eliminating Saturday
service at Harris
and keep weekday
service continue
at Harris as it
is at this time.*



06/28/2011

JOE AND MARIAN HIBMA

1595 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



Docket: 1388304 - 51345

Item Nbr: 22

Page Nbr: 544

Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☒ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☐ Shopping Wgtm Munn or Spirit Lake Ia
☐ Personal needs
☐ Banking Ocheyedan
☐ Employment self-employed
☐ Social needs Spirit Lake Ia

5. Do you currently use local businesses in the community?

☒ Yes ☐ No occasionally

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No ✓

Name:

Joe & Marian Hebma

Address:

1595 White Ave Harris Ia

Telephone:

712-349-2189

Date:

4/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

KENNETH HAACK

6708 120TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|-----------------------------|
| e. Other | <input type="checkbox"/> YES | <input type="checkbox"/> NO |
|----------|------------------------------|-----------------------------|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake, Ia & Worthington, Mn
☒ Personal needs " "
☒ Banking - Ocheyedan, Ia
☐ Employment
☒ Social needs Ocheyedan - church Sibley - Doctor

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Kenneth Haack

Address: 6708 120th St. Harris, Ia 51345

Telephone: 712-331-4151

Date: 4-14-2011

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

KAREN BOSMA
1588 WHITE AVE
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☐ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☒ YES ☐ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Spirit Lake, Worthington
☒ Personal needs "
☒ Banking Lake Park, Ocheyeden
☒ Employment Lake Park
☒ Social needs Varies

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No but much less

Name:

Karen Bosma

Address:

1588 White Ave

Telephone:

336-0273

Date:

4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

JEREMY ROHLF
PO BOX 181
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- The type of rural delivery has yet to be determined.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Siblay Iowa
work in Sibley live E of Harris

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain: Currently PO Box, share address w/ another center
don't mind as long as deliver to home

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Jeremy Rohlf

Address:

1306 Yew Ave Harris IA PO Box 181

Telephone:

712-870-0324

Date:

4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

BRAD HELLINGA
6654 160TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", with a stylized flourish at the end.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

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- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Brian Hellinga
Address: 6054 160th St
Telephone: 712-758-3438
Date: 4-16-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

CARRIE ELBUYTERI

402 LEORA ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998



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Postal Service Customer Questionnaire

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☒ YES ☐ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

I pass the post office when shopping sometime.

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Worthington, MN, Spirit Lake
☒ Personal needs Spirit Lake
☒ Banking Round Lake, MN
☒ Employment Ocheyedan
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Carrie Elbertson

Address: 402 Leora Street Harris IA

Telephone: _____

Date: 4-26-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

BEVERLY NELSON

PO BOX 24
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

In response to your letter:

- The type of rural delivery has yet to be determined.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☒ Better

☒ Just as Good

☒ No Opinion

☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

<input type="checkbox"/>	Shopping	Worthington	Spirt Lake
<input type="checkbox"/>	Personal needs	Worthington	Spirt Lake
<input type="checkbox"/>	Banking	Round Lake	
<input type="checkbox"/>	Employment	Worthington	
<input type="checkbox"/>	Social needs	Worthington	Spirt Lake

5. Do you currently use local businesses in the community?

☐ Yes ☐ No sometimes

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No maybe

Name: Beverly Nelson

Address: P.O. Box 24 Harris Ia 51345

Telephone: 1-712-349-2139

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

would like mail box in front of my house



06/28/2011

VERNON KEAFE

PO BOX 83
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", written in a cursive style.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO
- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☐ YES ☒ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☐ Employment
☐ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name: Vernon Kiefer

Address: Box 83 109 N. Main

Telephone: _____

Date: 4/14/11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.



06/28/2011

GLEN A RECHER

6834 230TH ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour".

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- | | | |
|----------------------------------|------------------------------|--|
| a. Entering permit mailings | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Resetting/using postage meter | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

Nonpostal Services

- | | | |
|---|------------------------------|--|
| a. Picking up government forms (such as tax forms) | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| b. Using for school bus stop | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
| c. Assisting senior citizens, persons with disabilities, etc. | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |

If yes, please explain:

- | | | |
|--------------------------------|------------------------------|--|
| d. Using public bulletin board | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|--------------------------------|------------------------------|--|

- | | | |
|----------|------------------------------|--|
| e. Other | <input type="checkbox"/> YES | <input checked="" type="checkbox"/> NO |
|----------|------------------------------|--|

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☐ No

Name:

Glen A. Recher

Address:

6834 230th St Harris, Ia 51345

Telephone:

712 735 6333

Date:

4-15-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

I guess we don't have a problem with
closing the Harris post office, however
I would like to suggest that rural
delivery coincide with the school districts.
We travel no more frequently to
Ocheyedan than we do to Harris.

Thanks

Glen A. Recker



06/28/2011

DONALD D HANSON

115 PROPER ST
HARRIS, IA 51345

Dear Postal Service Customer:

Thank you for returning your questionnaire concerning the proposed discontinuance of the Harris Post Office. Your comments, along with others received, will be included in the official record and considered carefully before further action is taken.

If it is determined that a discontinuance of the Harris Post Office should be pursued, a formal proposal will be posted in the Ocheyedan Post Office and Harris Post Office at a later date. If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in black ink, appearing to read "Kent Gochenour", with a long horizontal flourish extending to the right.

KENT GOCHENOUR
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☐ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☐ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☐ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

- If you previously/~~currently~~ received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/~~currently~~ received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your ~~current~~ service?

☒ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping

☒ Personal needs

☒ Banking

☒ Employment

☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: Donald D Hanson

Address: 115 Proper St.

Telephone: 330-7916

Date: 4-14-11

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Memo to the record
6/28/11

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer
Post Office Review Investigator

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/> rarely
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Ocheyedan P.O.

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☒ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Memo to the record
6/28/11

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer
Post Office Review Investigator

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

*work in different town
We live in the country.*

- If you previously/currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously/currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping
☒ Personal needs
☒ Banking
☒ Employment
☒ Social needs

5. Do you currently use local businesses in the community?

☐ Yes ☒ No

If yes, would you continue to use them if the Post Office is discontinued?

☐ Yes ☒ No

Name: _____

Address: _____

Telephone: _____

Date: _____

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

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Memo to the record
6/28/11

A name and address was not provided with this questionnaire. As a result, a response will not be provided.

A handwritten signature in cursive script, appearing to read "Sara Lindauer".

Sara Lindauer
Post Office Review Investigator

**Postal Service Customer Questionnaire**

1. Please check the appropriate box to indicate whether you use the HARRIS Post Office for each of the following:

Postal Services

	Daily	Weekly	Monthly	Never
a. Buying Stamps	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
b. Mailing Letters	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c. Mailing Parcels	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
d. Pick up Post Office box mail	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
e. Pick up general delivery mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
f. Buying money orders	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
g. Obtaining special services, including Certified Mail, Registered Mail, Insured Mail, Delivery Confirmation, or Signature Confirmation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
h. Sending Express Mail	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
i. Buying stamp-collecting material	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Other Postal Services

- a. Entering permit mailings ☐ YES ☒ NO
- b. Resetting/using postage meter ☐ YES ☒ NO

Nonpostal Services

- a. Picking up government forms (such as tax forms) ☐ YES ☒ NO
- b. Using for school bus stop ☐ YES ☒ NO
- c. Assisting senior citizens, persons with disabilities, etc. ☐ YES ☒ NO

If yes, please explain:

- d. Using public bulletin board ☐ YES ☒ NO

- e. Other ☐ YES ☒ NO

If yes, please explain:

2. Do you pass another Post Office during business hours while traveling to or from work, or shopping, or for personal needs?

☒ YES ☐ NO

If yes, please explain:

Round Lake, MN

- If you previously currently received carrier delivery, there will be no change to your delivery service — proceed to question 4.
3. If you previously currently received Post Office box service or general delivery service, complete this section. How do you think carrier route delivery or PO Box service will compare to your current service?

☐ Better ☐ Just as Good ☐ No Opinion ☐ Worse

If yes, please explain:

4. For which of the following do you leave your community? (Check all that apply.) Where do you go to obtain these services?

☒ Shopping Wgtn & Spirit Lake & Harris

☒ Personal needs

☒ Banking Worthington, MN

☒ Employment Jackson, MN

☒ Social needs Bowl Lake, MN & Oshtemo, Iowa

5. Do you currently use local businesses in the community?

☒ Yes ☐ No

If yes, would you continue to use them if the Post Office is discontinued?

☒ Yes ☐ No

Name:

Address:

Telephone:

Date:

Please add any additional comments on a separate piece of paper and attach it to this form. Thank you for taking the time to complete this questionnaire.

Postal Service Customer Questionnaire Analysis

Questionnaires were distributed to all delivery customers of the HARRIS Post Office on 04/11/2011. Additionally, during the survey period, questionnaires were available at the HARRIS Post Office to walk-in retail customers.

1. **Number of Questionnaires**

Total Questionnaires distributed	190
Favorable to proposal	6
Unfavorable to proposal	23
Expressing no opinion	41
Total questionnaires received	70

Postal Concerns

The following postal concerns were expressed

1. Concern (Favorable):
No Concern
Response:
2. Concern (No Opinion):
Customers expressed concern regarding the mode of delivery.
Response:

The type of rural delivery has yet to be determined.
3. Concern (No Opinion):
Customers expressed concern regarding the mode of delivery.
Response:

The type of rural delivery has yet to be determined.
4. Concern (No Opinion):
Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Response:

Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
5. Concern (No Opinion):
Customers stated that the government should be creating jobs, not eliminating them.
Response:

You stated that the government should be creating jobs and not eliminating them. The Postal Service is not supported by tax dollars and relies on the revenue generated from the products and services they provide. The organization also is required to perform like a business. Due to the reduction of workload, the Postal Service has been aggressively trying to reduce the workforce to meet the workload. Creating more positions in this scenario would be fiscally irresponsible.
6. Concern (No Opinion):
Customers were concerned about later delivery of mail.
Response:

You were concerned about delivery times. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
7. Concern (No Opinion):
No Concern
Response:
8. Concern (Unfavorable):
Customer expressed a concern about package delivery and pickup.
Response:

You expressed concern regarding services. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate.

Management and the Postal Service are committed to providing the highest quality postal service to all customers.

9. Concern (Unfavorable):

Customers expressed concern about misdelivered mail.

Response:

You had some concerns regarding misdelivery. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. You have also stated that the Postal employee at the Sibley Post Office was rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. They concern will be conveyed.

10. Concern (Unfavorable):

Customers inquired about mailbox installation and maintenance.

Response:

You were concerned about who would provide snow removal for the cluster box units. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. The Postal Service will contract someone to remove the snow.

11. Concern (Unfavorable):

Customers inquired about mailbox installation and maintenance.

Response:

You were concerned that delivery to cluster box units would be more costly than keeping the present system. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Rural delivery to Cluster Box Units would be more cost efficient than maintaining a Post Office.

12. Concern (Unfavorable):

Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.

Response:

You have stated that you enjoy the service at the Harris Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.

13. Concern (Unfavorable):

Customers were concerned about later delivery of mail.

Response:

You were concerned about maintaining 9:00 am delivery. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

Nonpostal Concerns

The following nonpostal concerns were expressed

1. Concern (Unfavorable):

Customers expressed concern for loss of community identity.

Response:

You were concerned that a discontinuance of the Harris Post Office would "kill" the community. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.

Community Meeting Roster

Postal Service Representative (Names and Titles):

Sara Lindauer - Post Office Review Investigator

Kent Gochenour - Manager Post Office Operations

Date: 04/28/2011

Time: 6:00 pm

Total Number of Customers Present: 72

Place: Harris Community building

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Arlyn Perley	P.O. Box 456	51354	712-258-3140
Robin Bauman	PO Box 452	51354	712-461-1056
Connie Muffin	PO Box 74	51345	712-349-2306
Anita Schiphoff	2201 White Ave	51345	712-735-4301
Don Breems	PO Box 34	51345	712-349-2310
GLENN DeURIS	P.O. Box 37	51345	712-291-0230
Veronica Thurston	P.O. Box 33	51345	508-360-5990
Donna Phillips	117 OSCOLA AVE	51345	712-349-8115
Teresa Phillips	11241 Oscola Ave	51345	712-349-8115
Lyle Ahlman	1117 Walnut Ave	51345	712-349-2315
Raymond Ahlman	1117 Walnut Ave	51345	712-349-2315
Keith KLAASSEN	318 MAIN Street	51345	712-349-2404
Tosh Puhonen	P.O. Box 113	51345 Jackson	
Ernest Hibbard	1139 Wilson Ave	51345	712-349-2355
Darlene Gruning	6358-18th St	51354	712-330-7880

Community Meeting Roster

Postal Service Representative (Names and Titles):

Sara Lindauer - Post Office Review Investigator

Kent Gochenour - Manager Post Office Operations

Date: 04/28/2011

Time: 6:00 pm

Total Number of Customers Present: 0

Place: Harris Community building

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Rosanne Robertson	P.O. Box 95	51345	712-349-2128
Maul Meri	P.O. Box 155	51345	712-349-2425
Russell Meier	P.O. Box 155	51345	712-349-2425
Maul Meri		51345	
Kelly L. Martha	PO Box 33	51345	5073605990
Patricia Klast	6733 160 th	51345	712 349 2423
John Klast	" "	"	712 349 2423
Toni Ranson	6777-140 th	51345	712 349 -2394
Le Ann Ranson	" "	" "	" "
Annabelle Slushy	108 Jackson	51345	712-349-8000
Angie Nonsman	1445 White	51345	712 349-2110
Lyndee	6857 Hwy 9	51345	712-349-2300
Garnett Hunsdale	PO Box 114	51345	712-349-2320
Sam Farmer	PO Box 47	51345	3492422
Lank Farmer	PO Box 47	51345	3492422
Shelly Bales	PO Box 152	51345	330-3632
Dick McClain		51345	712 349 2411
Tara Hunsdale	6857 Hwy 9	51345	712-349-2300
Ray Fenn	Box 127	51345	712-3306420

Community Meeting Roster

Postal Service Representative (Names and Titles):
Sara Lindauer - Post Office Review Investigator
Kent Gochenour - Manager Post Office Operations

Date: 04/28/2011
Time: 6:00 pm

Total Number of Customers Present: 0

Place: Harris Community building

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Jeff Spring	P.O. Box 102	51345	349-9102
Jackie Albus	P.O. Box 97	51345	349-2125
Don Loring	P.O. Box 165	51345	712-330-3623
Jim Jenson	P.O. Box 92	51345	712-330-4169
Wayne Bruch	Congress King St	51345	712-349-2103
Theresa Kraft	P.O. Box 83		
Stan Olson	P.O. Box 76	51345	712-349-2400
Mary Jewell		51245	
Dan Grote	P.O. Box 283 Ashton IA	51232	712-724-6580
Bob Bost		51354	
Lakene Heschel	P.O. Box 112	51354	712-349-2452
Wayne Bay	P.O. Box 182	51345	712-330-2507
Al Bruegg	1153 White Ave	51345	712-330-7377
Vic McKenna	P.O. Box 111	51345	712-260-2410
Angie Curtis	P.O. Box 44	51345	712-349-2358
Phil Lee	P.O. Box 44	51345	712-349-2358
Marsha McPherson	10959 120th St	51345	712-349-2390
Donna McPherson	" "	" "	" "
Heena Bannor	P.O. Box 104	51345	507-329-2312

Community Meeting Roster

Postal Service Representative (Names and Titles):
Sara Lindauer - Post Office Review Investigator
Kent Gochenour - Manager Post Office Operations

Date: 04/28/2011
Time: 6:00 pm

Total Number of Customers Present: 0 Place: Harris Community building

This document may become a part of the official record that will be available for public viewing.

Names of Customers Present:

Name	Mailing Address (optional)	Zip Code	Phone Number
Marlene Loring	PO Box 165	51345	712-330-5165
Lisa Abramson	PO Box 41	51345	712-330-7882
Jamie Vickery	PO Box 12	51345	712-330-3619
Dixie McKenna	PO Box 132	51345	712-330-0017
Maria Janzen	PO Box 102	51345	712-349-9102
Jonah Benson	1641 White Ave	51345	605-928-5887
Betty Barendse	2244 Yew Ave	51345	712-349-1356
Rose Kraft	Box 83	51345	712-349-2103
Ruth Ann Smith	PO 153	51345	712-349-1210
Carol Biggs	PO 43	51345	712-330-1518
James Lopez	2176 100th Ave	51345	712-735-6800
David Lopez	2176 100th Ave	51345	712-735-6800
BRIAN MIND	323 E. 3rd St	51232	712-724-6326
Joyce Jensen	PO Box 11	51345	330-2131
Leah Hershberg	PO Box 112	51345	712-349-2452
Amanda Niles	Jeh. Harkin		712-252-1550
Roxie Lusk		51347	712-330-0763
Phyllis Vellema	309 Osceola Ave	51345	712-349-2435
Carol Johannes	117 W. Granton	51345	712-349-8278

Postal Service Customer Community Meeting Analysis

(categorize customer concerns as postal or nonpostal and provide the Postal Service response for each.)

Postal Concerns

1. Concern (Unfavorable):
Customers expressed concern about collection of outgoing mail.
Response:
Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. All mail will be postmarked and sent to the plant.
2. Concern (Unfavorable):
Customers questioned as to if the rural carrier could handle the extra workload.
Response:
Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee
3. Concern (Unfavorable):
Customers questioned as to why the Postal Service is considering the closing of large facilities, such as finance stations in larger communities, when they are turning a profit.
Response:
The Postal Service is seeking means to perform services in a more efficient manner. The Postal Service is searching for ways to redirect retail and delivery traffic to achieve more efficiency.
4. Concern (Unfavorable):
Customers asked how much the Postal Service would save by switching to 5 day delivery.
Response:
The Postal Service proposes that switching to 5 day delivery could potentially save the Postal Service \$3 billion a year.
5. Concern (Unfavorable):
Customers questioned the economic savings of the proposed discontinuance
Response:
Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$32,347 annual savings.
6. Concern (Unfavorable):
Customers wanted to know why a nearby postmaster wasn't required to fill the position in Harris.
Response:
The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time. There is also a hiring freeze on any promotions or laterals.
7. Concern (Unfavorable):
Customers wondered if there would also be a savings since the star route truck wouldn't be required to stop at the Harris Post Office.
Response:
The Star Route stop in Harris would be eliminated. Therefore, there would be a costs savings.
8. Concern (Unfavorable):
Customers were concerned about the Officer in Charge's employment.
Response:
The OIC is an employee from another office and will return to her office in the event of a discontinuance. A new clerk contract is under consideration which will allow more options for PMRs to apply for Postal Employment with limited benefits.
9. Concern (Unfavorable):
Customers were concerned about obtaining accountable mail and large parcels
Response:
If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another party.
10. Concern (Unfavorable):
Customers asked why their post office was being discontinued while others were retained

Response:

You asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

11. **Concern (UnFavorable):**

Customers wondered if it was possible for 1 postmaster to overlook several Post Offices to save money.

Response:

The Post Office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.

12. **Concern (UnFavorable):**

Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.

Response:

The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.

13. **Concern (UnFavorable):**

Customers questioned as to why the Postal Service was spending money on this study and the purchasing of CBUs.

Response:

The Postal Service is forced to change the way business is performed. As a result, studies are necessary to make changes within the laws and regulations. The Postal Service views these studies as investments for the future.

14. **Concern (UnFavorable):**

Customers inquired about cluster box unit installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

Nonpostal Concerns



Memo to the record

6/28/2011

Re: Community Meeting Letter

The community meeting notification letter was combined with the questionnaire letter as in item number 21. As a result, there is no sole community letter to include in this record.

A handwritten signature in cursive script that reads "Sara Lindauer".

Sara Lindauer

Post Office Review Investigator



May 3, 2011

City of Harris
PO Box 135
Harris IA 51345-0135

Dear Citizens and Customers:

Please consider this acknowledgement of receipt of the petition dated April 20, 2011 requesting the Postal Service maintain the Harris, Iowa Post Office. A Postal Service facility is not maintained when it is determined that effective and regular service can be provided by a more cost-effective alternate service; such as rural delivery service.

Retail services provided at the Post Office are available from the carrier. Most transactions do not require meeting the carrier at the mailbox. *Stamps by Mail and Money Order Application* forms are available for customer convenience.

Special services such as Certified Mail, Registered Mail, Express Mail services, Delivery Confirmation, Signature Confirmation, and COD may be obtained from the carrier by leaving a note in the mailbox, along with the appropriate payment. The carrier will provide the services that day and leave a customer receipt in the mailbox on the next delivery day.

Customers may purchase money orders by meeting the carrier at the mailbox, completing an application, and paying the carrier (in cash) the price of the money order, plus the fee. The carrier gives the customer a receipt for the application. The money order is completed when the carrier returns to the Post Office, and a money order receipt is left in the Customer's mailbox on the next delivery day. Most customers provide the carrier with a stamped, self-addressed envelope in which the completed money order is mailed to its destination. If customers prefer, the completed money orders will be returned for verification on the next delivery day.

Verification with local law enforcement officials reveals no reports of mail theft or vandalism in the area since May 2009. Customers may place a lock

on their mailboxes. The mailbox must have a slot large enough to accommodate the customer's normal daily mail volume. The Postal Service does not open mailboxes which are locked and does not accept keys for this purpose. CBUs provide the security of individually locked mail compartments.

A Community Post Office, which the petition refers to as a contract mail station, is not the proposed alternate service. All employees whether career, non-career or contracted are supervised to ensure high standards of service.

Thank you for expressing your concerns regarding the Harris, Iowa Post Office. The petition will become part of the Official Record.

Sincerely,



Karen S Lenane
CSDC Coordinator

CSDC COORDINATOR
HAWKEYE DISTRICT

DOCKET NO 1366304-51343
ITEM NO 27
PAGE 3



April 29, 2011

City of Harris
PO Box 135
Harris IA 51345-0135

Dear Citizens and Customers,

Please consider this acknowledgment of receipt, the Petition dated April 20, 2011, requesting the Postal Service maintain the Harris, Iowa Post Office.

The petition will become a part of the Official Record.

Thank you!

Sincerely,

Karen S. Lenane
CSDC Coordinator

KSL/jy

*Bob - you get
the 5th answers.*

- 1) security of mail
- 2) accountable mail
- 3) money orders
- 4) theft

DISTRICT MANAGER
USPS HARRIS DISTRICT

2011 APR 22 PM 1:19

APR 27 2011

4-20-2011

DOCKET NO 1366304-51345
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PAGE 4

GAIL DUBA
DISTRICT MANAGER,
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE

We, the citizens and customers of the Harris IA Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status-a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,
Customers of the Harris IA Post Office:

4/22/11 Please read

	ACTION	INFO
SR MPOO		
POOMS		
OPS SUPPORT		
HUMAN RESOURCES		
FINANCE		
MARKETING		
DIVERSITY SPECIALIST		
INFORMATION SYSTEMS		
DES MOINES PM		
CEDAR RAPIDS PM		
PLANT MANAGER		
EMERGENCY PREP		
SECURITY SPEC		

Name **Mailing Address** **Date**

Amy Muttah	P.O. Box 74	4-8-2011
Ali Muttah	PO Box 74	4-8-2011
Bill Bergman	1320 Wilson	4-8-2011
Dennis Duitman	20456 340 th AV. Round Lake, mn.	4-8-11
Dean Ramsey	1335 100 Ave Lake Park	4-8-11
Carrie Elbegtai	P.O. Box 13	4-8-11
Mohamed Elbegtai	P.O. Box 13	4-11-8
Jim Jovanek	P.O. Box 92	4-8-11
Karen Quinstra	6857 Hwy 9	4-9-11
Cindy Hibma	6960 160 th St	4-9-11
Chris King	PO BOX 84	4-9-11
Pam Kramer	PO Box 47	4-9-11
DAN Kramer	Box 47	4-9-11
Amanda Diehl	P.O. Box 57	4-9-11
Lana Peterson	6690 140 th St	4-9-11
Jeff Peterson	6690 140 th St Harris	4-9-11
Russ Kersch	6730 140 th St	4-9-11
Jeff Zwolsky	1157 Walnut Ave	4-10-11
Shirley Jader	6723 Hwy 9	4-11-11
Carol Biggs	107 Main St	4-12-11
Kathy Smith	101 Lawton	4-12-11
Sai Bai	1318 Wilson	4/12/11

Name	Mailing Address	Date
Shelley Boles	1318 Mulvan	4-6-11
Dave Travis	2033 Yew Ave	4-7-11
Stan Chab	118 PROPER ST	4-7-11
Dennis Schwartz	115 Leora ST	4-7-11
Sue Elbert	115 Leora ST	4-7-11
Garnie Hawstein	PO Box 114	4-7-11
Patricia Klatt	6733 160 th St	4-7-11
Georg Byg	Box 66	4-7-11
Ludwig Bulmer	Box 14	4-7-11
Rebecca Bulmer	Box 14	4-7-11
Carol Johannes	Box 84 117 ^W Lawton	4-7-11
Math Johannes	Box 84 117 ^W Lawton	4-7-11
Darryl H. Stokes	Box 38	4-7-11
Brad Noble	Box 65	4-7-11
Vernon Kraft	Box 93	4-7-11
Rose Kraft	Box 93	4-7-11
Jane Crist	Box 44	4-7-11
Bob Crist	Box 44	4-7-11
Ally Feyama	Box 55	4-7-11
Randy Frost	1335 Vine Ave	4-7-11
Rosanne Robertson	P.O. Box 95	4-7-11
Scott Robertson	P.O. Box 95	4-7-11

Name

Mailing Address

Date

Scott Hemmingson PO. 71 4-7-11

Laura Vellema

PO Box 185 4/7/11

Neal Vellema

PO Box 185 4/7/11

Robert Joens

2065 Wilson Ave 4/8/11

Jodi Kelly

" " " 4/8/11

Emily Joens

" " " 4/8/11

Nick Joens

Jackson Ave 4/8/11

Danny Eisenbacher

P.O. Box 123 4/8/11

Jessica Smith

P.O. Box 123 4/8/11

Nathan Forbes

P.O. Box 183 4/8/11

Forbes Meat

Box 38 4/8/11

~~Scott Hemmingson~~

PO Box 55 4/8/11

Bonnie Quinn

PO Box 163 4/8/11

Jiwa Abaamera

P.O. Box 41 4/8/11

Master Abaamera

P.O. Box 41 4/8/11

Glen C DeVries

P.O. Box 37 4/8/11

See below

P.O. Box 51 4/8/11

Name	Mailing Address	Date
Jeff Smith	305 main Harris	4-6-11
John N. Klatzky	6733 160 th St Harris	4-6-11
Manli Lauer	1319 Tanager Ave Ocheyedan	4-6-11
Allen Rowe	6963 100 th St Harris	4-6-11
Phil Hibma	316 Osceola Ave Harris Iowa	4-6-11
Gail Hibma	316 Osceola Ave Harris, IA	4-6-11
Clayton Van Harnick	406 Osceola Harris Ia	4-6-11
Keith KLAASSEN	318 MAIN Street HARRIS Iowa	4-7-11
Dan Breuker	703 130 th St Harris, Ia	4-8-11
Lara Hibma	316 OSCEOLA AVE HARRIS, IA 51345	4-8-11
Jodi Hibma	316 osceola Ave. Harris, IA 51345	4-8-11
Steve Peterson	321 Poplar St Harris Ia 51345	4-8-11
Rebecca Burkman	313 N Jackson St Harris IA 51345	4-11-11
Gord L. Rubin	103 Osceola Ave W Harris, Iowa 51345	4-12-11

Name

Mailing Address

Date

Greg Guinstra	Highway 9	4-7-11
Robert Guinstra	6666 Frederick Ave Eschwege, CA	4-7-11
Greg Swenson	1618 White Ave.	4-7-11
Sheena Bammer	PO Box 104	4-7-11
Josh Bryngelson	PO Box 104	4-7-11
Mike Bossett	1588 White Ave	4-7-11
Josh Buchhorn	PO Box 14	4-7-11
Mario Belvas	108 LARA	4-7-11
Donald D. Hansen	115 Proper	4-7-11
Danielle Madler	PO Box 142	4-7-11
Jason Orris	221 Leora	4-7-11
Angie Stk	P.O. Box 58	4-7-11
He Ling	1141 110th	4-7-11
Rave Vaneffunnick	P.O. 62	4/7/11
Dan Chitt	PO Box 134	4/7/11
Teresa Smidhollub	PO Box 76	4/7/11
Tim Sauter	PO Box 81	4-7-11
Katina Orris	P.O. Box 35	4-7-11
James Orris	P.O. Box 35	4-7-11

Name Mailing Address Date

Jackie Allen P.O. Box 97 4-5-11
 Harris

Jeff Long P.O. Box 102 4-5-11
 Harris, Ia

Don Harris P.O. Box 165 4-5-11
 Harris, Ia

William Long P.O. Box 165 4-5-11
 Harris, Ia

Larue Heuback P.O. Box 112 4-5-11
 Harris, Ia

Gerry Heuback P.O. Box 112 4-5-11
 Harris, Ia

117 Central Merri P.O. Box 155 4-5-11
 Harris, Ia

Russell Meier P.O. Box 155 4-5-11
 Harris, Ia

Albert Breuer Harris, Ia 4-6-11
 P.O. Box 73

Roger Sipe 1141 Tangerson Ave 4-6-11
 Ocheyedan, Ia

Thomas R. Bremer 6473 110th St 4-6-11
 Ocheyedan, Ia

John Bates 1758 Tyler Ave 4-6-11
 Ocheyedan

Harry M. 'Clay Harris 4-6-11

Al Bruggeman 1153 White Ave 4-6-11

Raymont Akkerman 1117 Walnut Ave. 4-6-11

Erwin Habma 1139 Wilson Ave 4-6-11

Vivian McKenna P.O. Box 111 4/12/11
 Harris, Iowa

Maria Jansen P.O. Box 102 4-19-11
 Harris, Ia

Name	Mailing Address	Date
Donna Sweet	P.O. Box 26 Harris	4-13-11
Jon Sweet	P.O. Box 26	4-13-11
Daniel Boy	PO Box 172	4-14-11
Tim Hibma	1721 New Ave.	4-14-11
Dore Stanley	903 Lakeside Ave Lake Park, IA	4-14-11
Julie Stanley	903 Lakeside Ave Lake Park, IA	4-14-11
Quinn Boy	PO Box 172	4-14-11
Gehannat Crist	Box 17	4-12-11
Ken Hunter	Box 64	4-16-11
Milka	Box 154	4-15-11
Angie Beyer	Box 66	4-18-11
Kathy Matthews	PO Box 33	4-18-11
Phyllis Vellera	309 Osceola Ave E	4-18-11
Paul Vek	309 Osceola Ave E	4-18-11
Sonny Thompson	1215 Wilson Ave	4-18-11



May 27, 2011

The Honorable Charles E. Grassley
United States Senator
120 Federal Courthouse Building
320 6th Street
Sioux City, IA 51101-1244

Dear Senator Grassley:

This responds to your April 22 letter on behalf of City of Harris Mayor Jeff Loring and the residents of Harris, regarding the Post Office in that community.

Thank you for sharing your constituents' concerns about the Harris Post Office. As you are aware, the U.S. Postal Service receives no tax dollars for operating expenses, and relies on the sale of postage, products and services to fund its operations. As a result of dramatic declines in mail volume, the Postal Service continues to experience significantly reduced revenue. In fact, over the past five years, mail volume has declined by 43.1 billion pieces, customer visits have decreased by 200 million, and retail transactions have diminished by \$2 billion. In order to sustain universal mail service to the American people, we are taking every action within our control to cut costs and streamline operations across the organization.

Hawkeye District officials confirm that the Harris Post Office is being studied for possible discontinuance. The study is ongoing, and no final decision has been made. Please be assured that postal officials are devoting careful attention to this study, and customers will be notified in advance of any changes that may affect service in their area.

During this process, postal managers will consider the effect on the community and postal employees, the ability to provide a maximum degree of effective and regular postal services to the affected community, and potential economic savings. Customers of an office considered for closing are provided opportunities, through questionnaires and public meetings, to share their concerns and views both on the action and on mail service alternatives. Before the Postal Service makes a decision to close or consolidate an independent Post Office, we comply with all the stipulations mandated by federal law. All final decisions are subject to review by the independent Postal Regulatory Commission, and the discontinuance procedures contained in Title 39, United States Code, are exercised before an independent Post Office can be permanently closed. If an office is closed, the office name is retained for use in local mailing addresses to preserve community identity.

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1366304-513415

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Page 2

Please be assured that any decision to discontinue operations at the Harris Post Office will carefully balance our universal service responsibility and our statutory duty to operate in an efficient manner. Consideration of such matters will help ensure that the Postal Service furnishes a maximum degree of regular and effective postal services to the community well into the future.

Thank you for writing. If I can be of assistance in the future, please let me know.

Sincerely,

(signed)

Sheila T. Meyers
Manager, Government Relations

$$\frac{d}{dt} \left(\frac{\partial L}{\partial \dot{x}} \right) = \frac{\partial L}{\partial x}$$

137 R. G. Bailey, R. J. Bailey
1501 N. 10th St., Suite 1
20, Waco, Texas, TX 76701-4204
314. 855. 7500

WASHINGTON, DC 20510-1501

Ms. Marie Therese Dominguez
Vice President, Governmental Relations
U.S. Postal Service
475 L'Enfant Plaza SW, Room 10804
Washington, DC 20260-3500

Dear Ms. Dominguez:

I have enclosed copies of the letters which I received from residents of Harris, Iowa regarding the current USPS study about the possible discontinuance of the Harris Post Office.

I would appreciate your assistance in this matter by adding these letters to the Harris file and considering them in your final review. Please send a reply to my Sioux City office, Attn: Jacob Bossman, 120 Federal Courthouse Building, 320 6th Street, Sioux City, Iowa 51101.

Your assistance is appreciated.

Sincerely,

Charles E. Grassley
United States Senator

CEG/jb
Enclosure

Raymond M. Moore, Jr., JUDICIARY

Committed Assignments:

AGRICULTURE
BUDGET
FINANCE

CO-CHAIRMAN,
INTERNATIONAL NARCOTICS
CONTROL CAUCUS

THE CITY OF HARRIS
Harris, Iowa 51345

Senator Charles Grassley
320 6th St, Room 120
Sioux City IA 51101

Dear Senator Grassley:

The US Postal Service has served notice to the customers of the Harris Post Office of a proposal to close the post office. It is doing so under provisions of the Postal Reorganization Act of 1970 and federal law, and over our objections.

Under provisions of the act, the Postal Service is obligated to provide a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not self-sustaining. The Postal Services' proposed action will not serve the best interests of our postal customers.

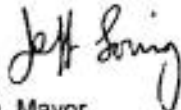
The Postal Service has made a decision to close our post office and provide us with rural delivery. We do not feel we will be getting the maximum service the Postal Reorganization Act calls for with this type of service. Inconvenience in purchasing stamps and money orders, and in sending accountable mail, such as a certified letter, are among the problems we foresee. The same holds true for receipt of accountable mail.

Invariably, we will be left with a pick-up notice that will require a six mile trip to the neighboring town for pickup. We also have concerns regarding the sanctity of the mail with non-career carriers and the loss of identity for our community.

We appreciate your consideration of our position and encourage you or a representative to attend a public meeting the Postal Service has scheduled for our community on April 28, 2011 at 6:00 pm at the Harris Community building. We appreciate any support you can give us in our fight to retain our post office in the same status as now exists – a U.S. post office operated by a postmaster and career postal employees.

Thank you.

Sincerely,



Jeff Loring, Mayor
City of Harris
harriscity@iowatelecom.net
712-330-4613

Also enclosed is a copy of the signed petition sent to the USPS district manager by the people of Harris.

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PAGE 5 4-20-2011

GAIL DUBA
DISTRICT MANAGER,
CUSTOMER SERVICE AND SALES
UNITED STATES POSTAL SERVICE

We, the citizens and customers of the Harris IA Post Office hereby protest any change in the present status of our post office.

It is our desire to retain our post office at its present status-a United States post office operated by a postmaster and career postal employees.

We have many concerns, among them the sanctity of the mail and the inconvenience your proposal presents to us in delivering and sending the mail, particularly accountable mail. We are especially concerned over what effect your proposed action would have regarding the purchase of postal money orders. We are also well aware of the documented abuses possible through a contract mail station.

The Postal Reorganization Act of 1970 calls for providing a maximum degree of effective and regular postal service to rural areas, communities and small towns where post offices are not financially self-sustaining.

We do not feel your proposals meet these criteria.

Sincerely,
Customers of the Harris IA Post Office:

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THE CITY OF HARRIS
PO Box 135
Harris, Iowa 51345

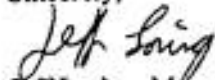
SXC

Senator Charles Grassley
320 6th St
120 Federal Building
Sioux City IA 51101

Dear Senator Grassley,

Enclosed is a copy of a request sent to the USPS district manager in Des Moines requesting a financial statement on the Harris, Iowa post office. The USPS has set up a town meeting on April 28, 2011 to discuss the possible closure or consolidation of the Harris post office. As we obtain more information we will forward it onto to you as well and we request your assistance in keeping our post office open.

Sincerely,



Jeff Loring, Mayor
City of Harris
PO Box 135

Harris IA 51345

harriscity@iowatelecom.net

04/07/2011 9:18AM

THE CITY OF HARRIS
PO Box 135
Harris, Iowa 51345

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PAGE 1

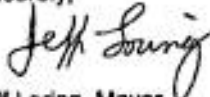
April 6, 2011

USPS Hawkeye District Manager
PO Box 189800
Des Moines IA 50318-9800

RE: Harris post office

Please have the USPS representative bring the financial statement by line item showing what the USPS projects to save with proper references which we will have the ability to review for statement validity to the Harris town meeting on April 28, 2011. Please send a written response to PO Box 135, Harris IA 51345 for this request.

Sincerely,



Jeff Loring, Mayor
City of Harris
PO Box 135
Harris IA 51345
harriscity@lowatelecom.net

cc: USPS Western Area Vice President, Governor Terry Branstad, Senator Tom Harkin, Senator Charles Grassley, Representative Steve King, State Senator David Johnson, State Representative Royd Chambers

04/07/2011 9:18AM

THE CITY OF HARRIS
PO Box 135
Harris, Iowa 51345

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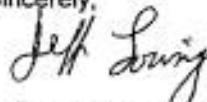
April 6, 2011

USPS Hawkeye District Manager
PO Box 189800
Des Moines IA 50318-9800

RE: Harris post office

Please have the USPS representative bring the financial statement by line item showing what the USPS projects to save with proper references which we will have the ability to review for statement validity to the Harris town meeting on April 28, 2011. Please send a written response to PO Box 135, Harris IA 51345 for this request.

Sincerely,



Jeff Loring, Mayor
City of Harris
PO Box 135
Harris IA 51345
harriscity@lowatelecom.net

cc: USPS Western Area Vice President, Governor Terry Branstad, Senator Tom Harkin, Senator Charles Grassley, Representative Steve King, State Senator David Johnson, State Representative Royd Chambers

Name

Mailing Address

Date

Greg Linnstra	Highway 9	4-7-11
Willard Linnstra	6665 Frederick Ave Cheyenne	4-7-11
Doug Lewman	1615 White Ave.	4-7-11
Sheema Bammer	PO Box 104	4-7-11
Josh Bryngelson	PO Box 104	4-7-11
Mike Bosma	1588 White Ave	4-7-11
Josh Buchanan	PO Box 14	4-7-11
Mario Belles	1085 LEEA	4-7-11
Donald D. Henson	115 Proper	4-7-11
Camille Madler	PO Box 142	4-7-11
Jason Orris	221 Leora	4-7-11
Angie Elk	P.O. Box 58	4-7-11
Heidi	1141 110TH	4-7-11
Rae VanHummick	P.O. 62	4/7/11
Dan Chitt	PO Box 134	4/7/11
Teresa Smith-Heck	PO Box 76	4/7/11
Ri Sauter	PO Box 81	4-7-11
Katina Orris	P.O. Box 35	4-7-11
James Orris	P.O. Box 35	4-7-11

Name

Mailing Address

Scott Hemmingson	PO. 71	4-7-11
Laura Vellema	PO Box 185	4/7/11
Neal Vellema	PO Box 185	4/7/11
Robert Joens	2065 Wilson Ave	4/8/11
Jodi Kelly	" " "	4/8/11
Emily Joens	" " "	4/8/11
Nick Joens	Jackson Ave	4/8/11
Donny Eisenbacher	P.O. Box 123	4/8/11
Jessica Smith	P.O. Box 123	4/8/11
Nathan Forbes	P.O. Box 183	4/8/11
Forbes Meat	Box 38	4/8/11
Stephen		
Arthur Fila	PO Box 55	4/8/11
Bonnie Lhuier	PO Box 163	4/8/11
Lisa Abcamera	P.O. Box 41	4/8/11
Master Abcamera	P.O. Box 41	4/8/11
John C. Velvies	P.O. Box 37	4/8/11
Car... Lhuier	P.O. Box 51	4/8/11

Name	Mailing Address	Date
Amy Muttah	P.O. Box 74	4-8-2011
Ali Muttah	PO Box 74	4-8-2011
Bill Bergman	1320 Wilson	4-8-2011
Dennis Dinterman	20456 340 th Ave Round Lake, mn.	4-8-11
Dean Ramsey	1335 100 th Ave Lake Park	4-8-11
Carrie Elbington	P.O. Box 13	4-8-11
Mohamed Elbington	P.O. Box 13	4-11-8
Jim Jorvik	P.O. Box 92	4-8-11
Karen Quinstra	6857 Hwy 9	4-9-11
Cindy Hibma	6960 160 th St PO Box 84	4-9-11 4-9-11
Chris King		4-9-11
Pam Kamee	PO Box 47	4-9-11
DAN Kamee	Box 47	4-9-11
Amanda Diehl	PO Box 57	4-9-11
Lani Peterson	6690 140 th St	4-9-11
Jeff Peterson	6690 140 th St Harris	4-9-11
Russ Keesch	6730 140 th St	4-10-11
Jeff Kwoles	1157 Walnut Ave	4-11-11
Shirley Jader	6723 Hwy 9	4-12-11
Carol Biggs	107 Main St	4-12-11
Kathy Smith	101 Lawton	4/12/11
Paul B. S.	1218 Wilson	

Name	Mailing Address	Date
Donna Sweet	P.O. Box 26 starts	4-13-11
Jon Sweet	P.O. Box 26	4-13-11
Daniel Coy	PO Box 172	4-14-11
Tim Hibman	1721 New Ave.	4-14-11
Dore STAHLY	903 Lakeside Ave Lake Park, IA	4-14-11
JULIE STAHLY	903 Lakeside Ave Lake Park, Ia	4-14-11
Lusie Betz	PO Box 172	4-14-11
Gohanna Crist	Box 17	4-12-11
Ken Hunter	Box 64	4-16-11
Milla	Box 154	4-15-11
Ray Begg	Box 66	4-18-11
Kathy Matthews	PO BOX 33	4-18-11
Phyllis Vellera	309 Osceola Ave E	4-18-11
Paul Vek	309 Osceola Ave E	4-18-11
Sonny Thornton	1215 Wilson AVE	4-18-11

Proposal Checklist

Section I

Responsiveness to Community Postal Needs

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☒ NA

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☒ NA

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☒ NA

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☒ NA

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Tell what we are doing and why.

Is reason for discontinuance justified and documented in the record?

If suspended, what type of alternate service customers are now receiving?

Reason for vacancy and information on postmaster/OIC

Number of customers and type of service they received and will receive.

Hours of service, daily window transaction average, number of permit mailers, and postage meter users.

Last three fiscal years of revenue and revenue units.

Decline in service workload/reduction in EAS level, if appropriate.

Nearest Post Office, office level, miles away, hours of service, number of Post Office boxes available.

Administrative/emanating office — office level, miles away, hours of service, number of Post Office boxes available.

If the nearby/administrative Post Office has a different Post Office box fee schedule, this is stated in the proposal.

Preproposal activities — questionnaires: number of favorable, unfavorable and no opinion responses must equal the total number of questionnaires returned. List customer concerns and Postal Service responses.

Community meeting. Number of customers who attended, customer concerns, and Postal Service responses.

Information on petitions and congressional inquiries included with Postal Service responses.

Revised proposal states dates and locations the proposal was posted for 60 days. Number of comments received, customer concerns and Postal Service responses.

Advantages and disadvantages of proposed alternate service.

Any other pertinent information concerning Postal Service needs.

Section II

Effect on the Community

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☒ NA

☒ NA

☒ NA

☒ NA

☒ NA

☒ NA

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Brief background of area, community government, population, etc.

Number of businesses, religious institutions, schools, local government offices, social organizations, etc.

Was Post Office used as meeting place?

Was Post Office a shelter for a bus stop?

Did the Post Office have a public bulletin board?

Were government forms available at the Post Office?

Did the Post Office provide assistance to senior citizens, persons with disabilities, etc.?

What is the historical value of the office?

Is an address change necessary?

Will the community identity be preserved?

What are the growth trends (flat, up, down)?

Were any other nonpostal items identified?

Section III

Effect on Employees

☒

Paragraph explaining about postmaster vacancy/OIC/other career and noncareer employees of the office. If a postmaster or other employees are reassigned this must be explained and tell whether the reassignments are voluntary.

Section IV

Economic Savings

A statement of annual savings includes a breakdown as follows:

Postmaster salary (EAS-11, Minimum, no COLA)

\$ 33168

Fringe benefits 33.5%

\$ 11111

Rental costs, excluding utilities

\$ 1600

Total annual costs

\$ 45879

Less estimated cost of replacement service

- 13132

Total annual savings

\$ 32747

A one-time expense of \$ 32,747 will be/was incurred for installation of CBUs and parcel lockers.

Is postmaster salary based on the minimum salary without COLA?

Does postmaster salary reflect the current office evaluation?

Section V

Other Factors

The Postal Service has identified no other factors for consideration (if appropriate).

List other factors as appropriate.

Other factors when replacement service is a CPO.

Section VI

Summary

The proposal must include a brief summary that explains why the closing or consolidation is necessary and an assessment of how those factors supporting the need for change outweigh any negative factors. In taking competing considerations into account, the need to provide a maximum degree of effective and regular service must be paramount.

Section VII

Notices

Appropriate notice is made that this is a proposal and not a final determination. If a final determination is made to discontinue the office, information on the appeal process will be provided at that time.

Checklist Completed By:

Investigative Coordinator

Date

Reviewed and Certified By:

District PO Review Coordinator

Date



06/29/2011

SENIOR VICE PRESIDENT
GOVERNMENT RELATIONS AND PUBLIC POLICY
475 L'ENFANT PLAZA SW RM 10804
WASHINGTON DC 20260-3500

SUBJECT: Posting of the Proposal to Close
the HARRIS Post Office
Docket No. 1386304

This is to advise you that on 07/11/2011, I will post for public comment a proposal to close the HARRIS Post Office in Osceola, Congressional District No. IA-05.

If you have any questions, please call KAREN LENANE District Review Coordinator at (319) 399-2902.

A handwritten signature in cursive script that reads "Gail M. Duba".

GAIL DUBA
District Manager
HAWKEYE PFC District

cc: Manager, Customer Service Operations
Area Manager, Public Affairs and Communications

Enclosures: PS Form 4920
Proposal



06/29/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Letter of Instructions Regarding Posting of
HARRIS Proposal
Docket No. 1366304 - 51345

Please post the enclosed proposal to close the HARRIS Post Office in the lobby. The proposal must be posted in a prominent place from 07/11/2011 through close of business on 09/11/2011. The posting must last at least 60 days and the first day does not count.

Round-date stamp the cover of the proposal on the date of posting and on the date of removal. Also, post the "Invitation for Comments" next to the proposal and round-date stamp it in the same manner.

Additional copies of the proposal and comment forms are enclosed. Provide them to customers upon request.

Also enclosed is the official record on which this proposal is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in AS-353 Guide to Privacy and the Freedom of Information Act. If you do not have photocopy equipment, take the customer's name, address, and telephone number and contact the district for a copy of the record.

At the expiration of the posting period, further instructions will be provided. If there are any questions, please contact me at (319) 399-2902.

A handwritten signature in black ink, appearing to read "Karen Lenane".

KAREN LENANE
Post Office Review Coordinator
HAWKEYE PFC District

Enclosures: PS Form 4920
Proposal
Invitation for Comments
Comment Forms
Official Record

Date of Posting: 07/11/2011

Date of Removal: 09/11/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HARRIS, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Harris Post Office:

The Postal Service is considering the close of the Harris Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/11/2011 through 09/11/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Harris Post Office and Ocheyedan Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO 1366304 - 51345
ITEM NO 33
PAGE 1

Date of Posting: 07/11/2011

Posting Round Date:

Date of Removal: 09/11/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1366304 - 51345

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Harris, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ocheyedan Post Office, located six miles away.

The postmaster position became vacant when the postmaster retired on March 26, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Harris Post Office, an EAS-11 level, provides service from 08:00 - 12:00 13:00 - 16:15 Monday - Friday , 08:00 - 09:15 Saturday and lobby hours of 6:00am - 9:00pm on Monday - Friday and 6:00am - 9:00pm on Saturday to 85 post office box or general delivery customers and 97 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 18 transaction(s) accounting for 19 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$24,946 (65 revenue units) in FY 2008; \$25,831 (67 revenue units) in FY 2009; and \$21,516 (56 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 28, 2011, representatives from the Postal Service were available at Harris Community building to answer questions and provide information to customers. 72 customer(s) attended the meeting.

On April 11, 2011, 190 questionnaires were distributed to delivery customers of the Harris Post Office. Questionnaires were also available over the counter for retail customers at the Harris Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 6 favorable, 23 unfavorable, and 41 expressed no opinion.

One congressional inquiry was received on April 22, 2011.

A petition supporting the retention of the Harris Post Office was received on April 20, 2011, with 127 signatures. If this proposal is implemented, delivery and retail services will be provided by the Ocheyedan Post Office, an EAS-13 level office. Window service hours at the Ocheyedan Post Office are from 08:30-11:00 12:30- 16:00, Monday through Friday, and 08:30 09:30 on Saturday. There are 127 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

The customer expressed concern regarding services. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to 1/4 mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

2. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The customer had some concerns regarding misdelivery. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. You have also stated that the Postal employee at the Sibley Post Office was rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. They concern will be conveyed.

- Response:** The type of rural delivery has yet to be determined.
4. **Concern:** Customers expressed concern regarding the mode of delivery.
- Response:** The type of rural delivery has yet to be determined.
5. **Concern:** Customers inquired about mailbox installation and maintenance.
- Response:** The customer were concerned about who would provide snow removal for the cluster box units. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. The Postal Service will contract someone to remove the snow.
6. **Concern:** Customers inquired about mailbox installation and maintenance.
- Response:** The customer were concerned that delivery to cluster box units would be more costly than keeping the present system. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Rural delivery to Cluster Box Units would be more cost efficient than maintaining a Post Office.
7. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** The customer have stated that you enjoy the service at the Harris Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
9. **Concern:** Customers stated that the government should be creating jobs, not eliminating them.
- Response:** The customer stated that the government should be creating jobs and not eliminating them. The Postal Service is not supported by tax dollars and relies on the revenue generated from the products and services they provide. The organization also is required to perform like a business. Due to the reduction of workload, the Postal Service has been aggressively trying to reduce the workforce to meet the workload. Creating more positions in this scenario would be fiscally irresponsible.
10. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The customer were concerned about delivery times. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier

11. **Concern:**

Customers were concerned about later delivery of mail.

Response:

The customer were concerned about maintaining 9:00 am delivery. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

12. **Concern:**

Customers asked how much the Postal Service would save by switching to 5 day delivery.

Response:

The Postal Service proposes that switching to 5 day delivery could potentially save the Postal Service \$3 billion a year.

13. **Concern:**

Customers asked why their post office was being discontinued while others were retained

Response:

The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.

14. **Concern:**

Customers expressed concern about collection of outgoing mail.

Response:

Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. All mail will be postmarked and sent to the plant.

15. **Concern:**

Customers inquired about cluster box unit installation and maintenance.

Response:

Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.

16. **Concern:**

Customers questioned as to if the rural carrier could handle the extra workload.

Response:

Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee

17. **Concern:**

Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.

Response:

The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.

18. **Concern:**

Customers questioned as to why the Postal Service is considering the closing of large facilities, such as finance stations in larger communities, when they are turning a profit.

Response:

The Postal Service is seeking means to perform services in a more efficient manner. The Postal Service is searching for ways to redirect retail and delivery traffic to achieve more efficiency.

19. **Concern:**

Customers questioned as to why the Postal Service was spending money on this study and the purchasing of CBUs.

Response:

The Postal Service is forced to change the way business is performed. As a result, studies are necessary to make changes within the laws and regulations. The Postal Service views these studies as investments for the future.

20. **Concern:**

Customers questioned the economic savings of the proposed discontinuance

Response:

Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$32,347 annual savings.

21. **Concern:**

Customers wanted to know why a nearby postmaster wasn't required to fill the position in Harris.

Response:

The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time. There is also a hiring freeze on any promotions or laterals.

22. **Concern:**

Customers were concerned about obtaining accountable mail and large parcels

Response:

If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another part

23. **Concern:**

Customers were concerned about the Officer in Charge's employment.

Response:

The OIC is an employee from another office and will return to her office in the event of a discontinuance. A new clerk contract is under consideration which will allow more options for PMRs to apply for Postal Employment with limited benefits.

24. **Concern:**

Customers wondered if it was possible for 1 postmaster to overlook several Post Offices to save money.

Response:

The Post Office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alterate means.

25. **Concern:**

Customers wondered if there would also be a savings since the star route truck wouldn't be required to stop at the Harris Post Office.

Response:

The Star Route stop in Harris would be eliminated. Therefore, there would be a costs savings.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Harris is an incorporated community located in Osceola County. The community is administered politically by Mayor and council. Police protection is provided by the Osceola County Sheriff. Fire protection is provided by the Harris Fire Department. The community is comprised of retirees, commuters, and self-employed residents, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Harris United Methodist Church, Harris Economic Development, CEA BB Sales, Brueggeman Farms, Expressions, Dugout Creek Design, Southpaws, Test of Time, Five Star Catering, Clain Link Express, Sunrise Farms, RL Construction, NNK Partnership, Outback, KIN Pork Inc, DJ Lorch, LTD May City, Fire Dept, Harmon Oil, Hibma Family Farms, M&R Construction, Klaassen Trucking, Bosma Trucking, HET Club Store, Pampered Chef Ellen Bosma, Clipper Windpower, Westview Dairy, VanderVeen Calf Ranch, Vellema Dairy, Karen Witt Daycare, DD Boots Dairy, Portable Welding, Recher Partnership, Reisburg Construction, Walhoeft Farms, MCM Fabrication, Stony Creek Pork, 3B Electric, Peterson Construction, DC Construction, Handy Man Service, Bull Dog Powerwash, DJ72 Inc, Ricks Greenhouse, Ravling Construction, Birdsell View Gardens, Raye Trucking, United Methodist Church, Jessica Smith AVON, Roberston Mechanical, Stan Clubs Ebay, Harris Fire Dept, Forbes MeatGrocery, City of Harris HLP School, Heath Auto. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Harris Post Office will be available at the Ocheyedan Post Office. Government forms normally provided by the Post Office will also be available at the Ocheyedan Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers expressed concern for loss of community identity. |
| Response: | The customer were concerned that a discontinuance of the Harris Post Office would "kill" the community. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on March 26, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 32,747 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 1,600</u>
Total Annual Costs	\$ 45,879
Less Annual Cost of Replacement Service	<u>- \$ 13,132</u>
Total Annual Savings	<u>\$ 32,747</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Harris, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ocheyedon Post Office, located six miles away.

The postmaster retired on March 26, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Harris Post Office provided delivery and retail service to 85 PO Box or general delivery customers and 97 delivery route customers. The daily retail window transactions averaged 18. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$32,747 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Harris Post Office and Ocheyedon Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KENT GOCHENOUR
Manager, Post Office Operations

07/11/2011
Date

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HARRIS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.
2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.
3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date _____



09/06/2011

OFFICER-IN-CHARGE/POSTMASTER

SUBJECT: Instructions for Posting the "Notice of Taking Proposal and Comments Under Internal Consideration"

At the close of business on 09/11/2011 take down the "Proposal" and the "Invitation for Comments" from the lobby. Round-date stamp them upon removal and verify that the mandatory 60-day posting period was observed. The proposal and invitation for comments must be posted for at least 60 days, and the first day does not count.

On the same day, prominently post in the lobby the enclosed "Notice of Taking Proposal and Comments Under Internal Consideration." The notice should remain posted until you receive further notice from this office.

Please return the posted "Proposal," "Invitation for Comments," the official record, and any related discontinuance materials to this office.

Thank you for your assistance.

Sincerely,

A handwritten signature in blue ink, appearing to read "Karen Lenane".

KAREN LENANE
Post Office Review Coordinator
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

DOCKET NO.

1366304-51345

ROUND NO.

36

PAGE

Date of Posting: 07/11/2011

Posting Round Date:



Date of Removal: 09/11/2011

Removal Round Date:



PROPOSAL TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1366304 - 51345

DOCKET NO.

1366304-51345

FILE NO.

34

PAGE

2

Date of Posting: 07/11/2011

Posting Round Date:

JUL 11 2011

Date of Removal: 09/11/2011

Removal Round Date:

SEP 12 2011

PROPOSAL TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1366304 - 51345

DECKET NO.

ITEM NO.

PAGE

1366304-51345
36
3

Date of Posting: 07/11/2011

Date of Removal: 09/11/2011

UNITED STATES POSTAL SERVICE

INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE THE HARRIS, IA POST OFFICE AND ESTABLISH SERVICE BY RURAL ROUTE SERVICE

To the customers of the Harris Post Office:

The Postal Service is considering the close of the Harris Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/11/2011 through 09/11/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Harris Post Office and Ocheyedan Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.



KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



POST NO.

1366304-51345

POST OFFICE

36

POSTAL SERVICE

4

Date of Removal: 09/11/2011

Date of Posting: 07/11/2011



UNITED STATES POSTAL SERVICE



INVITATION FOR COMMENTS ON THE PROPOSAL TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

To the customers of the Harris Post Office:

The Postal Service is considering the close of the Harris Post Office for reasons stated in the accompanying proposal.

During the 60-day posting period from 07/11/2011 through 09/11/2011 you are invited to provide written comments. Comments will be most helpful if they offer specific opinions and information favorable or unfavorable regarding the potential effect of the proposed change on postal services and on the community. Your comments will be carefully considered and will be incorporated into the official record, which will be made public if the proposal is finalized.

Copies of the proposal and optional comment forms are available upon request at the Harris Post Office and Ocheyedan Post Office. If you choose to use the optional comment form and need additional space, please attach additional sheets of paper.

Please return the comment form to:

KAREN LENANE
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

For more information, you may call KAREN LENANE at (319) 399-2902 or write to the above address.

Thank you for your assistance.

KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

**NOTICE OF TAKING PROPOSAL AND COMMENTS
UNDER INTERNAL CONSIDERATION**

Date 09/16/2011

Postal Customers of the Harris Post Office: The Postal Service appreciates receiving the views of those of you who submitted comments on the proposal to close the Harris Post Office, which was posted 07/11/2011 through 09/11/2011. These comments will be considered carefully as the matter is reviewed further in my office and at higher levels within the Postal Service.

When a final decision is made by the Postal Service, that decision will be posted in place of this notice. If the decision is to approve the proposal, any customer of the Harris Post Office who disagrees will have the right to appeal that decision to the Postal Regulatory Commission in Washington, DC.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kent Gochenour", is written over a light gray circular postmark.

KENT GOCHENOUR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998



09/16/2011

LYLE HEARN
525 AMY AVE
HARRIS, IA 56167

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Harris Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

In response to your letter:

- You expressed a concern about the loss of employment in the community. The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.

If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kent Gochenour".

Kent Gochenour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HARRIS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

yes

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

More unemployment

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Closing POST OFFICES

IS # knock
OF BS

Lytle (LH) AM

Name of Postal Customer

Signature of Postal Customer

Mailing Address

City, State, and ZIP Code

Date

525 Amy Ave
Riverside LA 92504

9 3 11



09/16/2011

HEATH AUTO SALE

525 AMY AVE
ROUND LAKE, MN 56167

Dear Postal Service Customer:

Thank you for taking the time to submit your comments to the proposal to close the Harris Post Office. Your comments are appreciated and will be carefully considered, along with the comments of other customers, as the matter is reviewed further in my office and at higher levels of the Postal Service.

I realize with change there is always concern. However we are confident that the alternate service listed in the proposal will continue to provide you with effective and regular service.
If you have additional questions or comments, please feel free to contact Karen Lenane at (319) 399-2902.

Sincerely,

A handwritten signature in dark ink, appearing to read "Kent Gochenour".

Kent Gochenour
Manager, Post Office Operations
PO Box 9998
Cedar Rapids, Iowa, 52406-9998

Optional Comment Form

Following are comments I wish to make concerning the proposed discontinuance of the HARRIS Post Office.

1. **Effect on Your Postal Services.** Describe any favorable or unfavorable effects you believe the proposal would have on the regularity or effectiveness of your postal services.

Mail Letter all the
time

Very nice Post Office

2. **Effect on Your Community.** Please describe any favorable or unfavorable effects that you believe the proposal would have on your community.

would Be Devastating
to Close

3. **Other Comments.** Please provide any other views or information that you believe the Postal Service should consider in deciding whether to adopt the proposal.

Harris Deserves Post
OFF

Heath Auto Sale

Name of Postal Customer



Signature of Postal Customer

521 Amy Ave

Mailing Address

Round Lake New 56167 7-23-11

City, State, and ZIP Code

Date



A. Office

Name: HARRIS State: IA Zip Code: 51345
Area: WESTERN District: HAWKEYE PFC
Congressional District: IA-05 County: OSCEOLA
EAS Grade: 11 Finance Number: 183933
Post Office: ☒ Classified Station ☐ Classified Branch ☐ CPO ☐

This form is a place holder for number 39. There was not a premature appeal received.

Prepared by: Karen Lenane
Title: HAWKEYE PFC Post Office Review Coordinator
Tele No: (319) 399-2902

Date: 09/16/2011
Fax No: (319) 399-5502

Analysis of 60-Day Posting Comments

Number of comments returned

Total questionnaires distributed	2
Favorable comments	0
Unfavorable comments	2
No opinion expressed	0
Total comments returned	2

Postal Concerns

The following postal concerns were expressed:

1. Concern (UnFavorable):
No Concern
Response:

Nonpostal Concerns

The following nonpostal concerns were expressed:

1. Concern (UnFavorable):
Customers were concerned about loss of employment in the community.
Response:
The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

DOCKET NO. 1366304-51345
REASON 41
PAGE 1

Date of Posting: 07/11/2011

Posting Round Date:

Date of Removal: 09/11/2011

Removal Round Date:

PROPOSAL TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE
(REVISED)

DOCKET NUMBER 1366304 - 51345

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is proposing to close the Harris, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ocheyedan Post Office, located six miles away.

The postmaster position became vacant when the postmaster retired on March 26, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office is being studied for possible closing or consolidation due to the following reasons: Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Harris Post Office, an EAS-11 level, provides service from 08:00 - 12:00 13:00 - 16:15 Monday - Friday, 08:00 - 09:15 Saturday and lobby hours of 6:00am - 9:00pm on Monday - Friday and 6:00am - 9:00pm on Saturday to 85 post office box or general delivery customers and 97 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 18 transaction(s) accounting for 19 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$24,946 (65 revenue units) in FY 2008; \$25,831 (67 revenue units) in FY 2009; and \$21,516 (56 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 28, 2011, representatives from the Postal Service were available at Harris Community building to answer questions and provide information to customers. 72 customer(s) attended the meeting.

On April 11, 2011, 190 questionnaires were distributed to delivery customers of the Harris Post Office. Questionnaires were also available over the counter for retail customers at the Harris Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 6 favorable, 23 unfavorable, and 41 expressed no opinion.

One congressional inquiry was received on April 22, 2011.

A petition supporting the retention of the Harris Post Office was received on April 20, 2011, with 127 signatures. If this proposal is implemented, delivery and retail services will be provided by the Ocheyedan Post Office, an EAS-13 level office. Window service hours at the Ocheyedan Post Office are from 08:30-11:00 12:30- 16:00, Monday through Friday, and 08:30 09:30 on Saturday. There are 127 post office boxes available.

The following concerns were expressed from questionnaires, the community meeting, from customer letters, on the petition, and from the congressional inquiry:

1. **Concern:** Customer expressed a concern about package delivery and pickup.

Response: The customer expressed concern regarding services. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.
2. **Concern:** Customers expressed concern about misdelivered mail.

Response: The customer had some concerns regarding misdelivery. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. You have also stated that the Postal employee at the Sibley Post Office was rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner. They concern will be conveyed.
3. **Concern:** Customers expressed concern regarding the mode of delivery.

- Response:** The type of rural delivery has yet to be determined.
4. **Concern:** Customers expressed concern regarding the mode of delivery.
- Response:** The type of rural delivery has yet to be determined.
5. **Concern:** Customers inquired about mailbox installation and maintenance.
- Response:** The customer were concerned about who would provide snow removal for the cluster box units. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. The Postal Service will contract someone to remove the snow.
6. **Concern:** Customers inquired about mailbox installation and maintenance.
- Response:** The customer were concerned that delivery to cluster box units would be more costly than keeping the present system. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Rural delivery to Cluster Box Units would be more cost efficient than maintaining a Post Office.
7. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
- Response:** The customer have stated that you enjoy the service at the Harris Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
9. **Concern:** Customers stated that the government should be creating jobs, not eliminating them.
- Response:** The customer stated that the government should be creating jobs and not eliminating them. The Postal Service is not supported by tax dollars and relies on the revenue generated from the products and services they provide. The organization also is required to perform like a business. Due to the reduction of workload, the Postal Service has been aggressively trying to reduce the workforce to meet the workload. Creating more positions in this scenario would be fiscally irresponsible.
10. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The customer were concerned about delivery times. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.

11. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The customer were concerned about maintaining 9:00 am delivery. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
12. **Concern:** Customers asked how much the Postal Service would save by switching to 5 day delivery.
- Response:** The Postal Service proposes that switching to 5 day delivery could potentially save the Postal Service \$3 billion a year.
13. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
14. **Concern:** Customers expressed concern about collection of outgoing mail.
- Response:** Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. All mail will be postmarked and sent to the plant.
15. **Concern:** Customers inquired about cluster box unit installation and maintenance.
- Response:** Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
16. **Concern:** Customers questioned as to if the rural carrier could handle the extra workload.
- Response:** Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee
17. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.
- Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.
18. **Concern:** Customers questioned as to why the Postal Service is considering the closing of large facilities, such as finance stations in larger communities, when they are turning a profit.

- Response:** The Postal Service is seeking means to perform services in a more efficient manner. The Postal Service is searching for ways to redirect retail and delivery traffic to achieve more efficiency.
19. **Concern:** Customers questioned as to why the Postal Service was spending money on this study and the purchasing of CBUs.
- Response:** The Postal Service is forced to change the way business is performed. As a result, studies are necessary to make changes within the laws and regulations. The Postal Service views these studies as investments for the future.
20. **Concern:** Customers questioned the economic savings of the proposed discontinuance
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$32,347 annual savings.
21. **Concern:** Customers wanted to know why a nearby postmaster wasn't required to fill the position in Harris.
- Response:** The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time. There is also a hiring freeze on any promotions or laterals.
22. **Concern:** Customers were concerned about obtaining accountable mail and large parcels
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another part
23. **Concern:** Customers were concerned about the Officer in Charge's employment.
- Response:** The OIC is an employee from another office and will return to her office in the event of a discontinuance. A new clerk contract is under consideration which will allow more options for PMRs to apply for Postal Employment with limited benefits.
24. **Concern:** Customers wondered if it was possible for 1 postmaster to overlook several Post Offices to save money.
- Response:** The Post Office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.
25. **Concern:** Customers wondered if there would also be a savings since the star route truck wouldn't be required to stop at the Harris Post Office.
- Response:** The Star Route stop in Harris would be eliminated. Therefore, there would be a costs savings.

Some advantages of the proposal are:

1. The rural or contract delivery carrier may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.
4. CBUs can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet and a postmaster position in the community. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this proposal will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Harris is an incorporated community located in OSCEOLA County. The community is administered politically by Mayor and council. Police protection is provided by the Osceola County Sheriff. Fire protection is provided by the Harris Fire Department. The community is comprised of retirees, commuters, and self-employed residents, and those who commute to work at nearby communities and work in local businesses.

Businesses and organizations include: Harris United Methodist Church, Harris Economic Development, CEA BB Sales, Brueggeman Farms, Expressions, Dugout Creek Design, Southpaws, Test of Time, Five Star Catering, Clain Link Express, Sunrise Farms, RL Construction, NNK Partnership, Outback, KIN Pork Inc, DJ Lorch, LTD May City, Fire Dept, Harmon Oil, Hibma Family Farms, M&R Construction, Klaassen Trucking, Bosma Trucking, HET Club Store, Pampered Chef Ellen Bosma, Clipper Windpower, Westview Dairy, VanderVeen Calf Ranch, Vellema Dairy, Karen Witt Daycare, DD Boots Dairy, Portable Welding, Recher Partnership, Reisburg Construction, Walhoef Farms, MCM Fabrication, Stony Creek Pork, 3B Electric, Peterson Construction, DC Construction, Handy Man Service, Bull Dog Powerwash, DJ72 Inc, Ricks Greenhouse, Ravling Construction, Birdsall View Gardens, Raye Trucking, United Methodist Church, Jessica Smith AVON, Roberston Mechanical, Stan Clubs Ebay, Harris Fire Dept, Forbes MeatGrocery, City of Harris HLP School, Heath Auto. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Harris Post Office will be available at the Ocheyedon Post Office. Government forms normally provided by the Post Office will also be available at the Ocheyedon Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

- | | |
|--------------------|---|
| 1. Concern: | Customers expressed concern for loss of community identity. |
| Response: | The customer were concerned that a discontinuance of the Harris Post Office would "kill" the community. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses. |
| 2. Concern: | Customers were concerned about loss of employment in the community. |
| Response: | The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community. |

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this proposal will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on March 26, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 32,747 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111
Annual Lease Costs	<u>+ \$ 1,600</u>
Total Annual Costs	\$ 45,879
Less Annual Cost of Replacement Service	<u>- \$ 13,132</u>
Total Annual Savings	<u>\$ 32,747</u>

V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

The Postal Service is proposing to close the Harris, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ocheyedan Post Office, located six miles away.

The postmaster retired on March 26, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. Post office workload has declined. Effective and regular service will continue to be provided by rural route service.

The Harris Post Office provided delivery and retail service to 85 PO Box or general delivery customers and 97 delivery route customers. The daily retail window transactions averaged 18. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a post office for service. The Postal Service will save an estimated \$32,747 annually. A disadvantage to some may be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with a rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this proposal is warranted.

VII. NOTICES

- A. Support Materials. Copies of all materials upon which this proposal is based are available for public inspection at the Ocheyedan Post Office during normal office hours.
- B. This is a proposal. It is not a final determination to close this post office. If a final determination is made to close this post office, after public comments on this proposal are received and taken into account, a notice of that final determination will be posted in this office.

The final determination will contain instructions on how affected customers may appeal that decision to the Postal Regulatory Commission. Any such appeal must be received by the commission within 30 days of the posting of the final determination.



KENT GOCHENOUR
Manager, Post Office Operations

07/11/2011
Date

U.S. Postal Service POST OFFICE CLOSING OR CONSOLIDATION PROPOSAL Fact Sheet				1. Date Prepared 05/25/2011																								
2. Post Office Name HARRIS		3. State and ZIP + 4 Code IA, 51345-7728																										
4. District, Customer Service HAWKEYE PFC	5. Area, Customer Service WESTERN	6. County OSCEOLA	7. Congressional District IA-05																									
8. Reason for Proposal to Discontinue Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.		9. PO Emergency Suspend (reason and date) No Suspension		10. Proposed Permanent Alternate Service																								
11. Staffing		12. Hours of Service																										
a. <input type="checkbox"/> PM <input checked="" type="checkbox"/> PM Vacancy Reason & Date: retired Occupied 03/26/2010 b. <input type="checkbox"/> OIC <input type="checkbox"/> Career <input type="checkbox"/> Non-Career c. Current PM POSITION Level (150) EAS-11 Downgraded from EAS-11 d. No. of Clerks- 0 No. of Career- 0 No. of Non-Career- 0 e. No. of Others- 1 No. of Career- 0 No. of Non-Career- 1		a. Time M-F 08:00 - 12:00 13:00 - 16:15 Sat 08:00 - 09:15 Total Window Hours Per Week b. Lobby Time M-F 6:00am - 9:00pm Sat 6:00am - 9:00pm 37.50																										
13. Number of Customers Served		14. Daily Volume (Pieces)																										
a. General Delivery 0 b. P.O. Box 85 c. City Delivery 0 d. Rural Delivery 97 e. Highway Contract Route Box 0 f. Total 182 g. No. Receiving Duplicate Service 0 h. Average No. Daily Transactions 17.60		<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>Types of Mail</th> <th>Received</th> <th>Dispatched</th> </tr> </thead> <tbody> <tr> <td>a. First-Class</td> <td>542</td> <td>124</td> </tr> <tr> <td>b. Newspaper</td> <td>277</td> <td>6</td> </tr> <tr> <td>c. Parcel</td> <td>15</td> <td>3</td> </tr> <tr> <td>d. Other</td> <td>0</td> <td>1</td> </tr> <tr> <td>e. Total</td> <td>834</td> <td>134</td> </tr> <tr> <td>f. No. of Postage Meters</td> <td></td> <td>0</td> </tr> <tr> <td>g. No. of Permits</td> <td></td> <td>0</td> </tr> </tbody> </table>			Types of Mail	Received	Dispatched	a. First-Class	542	124	b. Newspaper	277	6	c. Parcel	15	3	d. Other	0	1	e. Total	834	134	f. No. of Postage Meters		0	g. No. of Permits		0
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15a. Quarters		15b. EAS Step 1 PM Basic Salary (no Cola) \$ 33168																										
<input type="checkbox"/> Postal Owned <input checked="" type="checkbox"/> Leased (if Leased, Expiration Date) 04/30/2013 Annual Lease \$ 1600 30-day cancellation clause? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Evicted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No (if Yes, must vacate by) Located in <input type="checkbox"/> Business <input type="checkbox"/> Home <input checked="" type="checkbox"/> Other Suitable alternate quarters available? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		c. PM Fringe Benefits (33.5% of b.) \$11,111 Receipts \$ 24,948 \$ 25,831 \$ 21,516																										
16. Explain: lease is on the site only.		17. Schools, Churches and Organization in Service Area: No. 1 Harris United Methodist Church																										
18. Businesses in Service Area: No. 55 Harris Economic Development, CEA BB Sales, Brueggeman Farms, Expressions, Dugout Creek Design, Southpaws, Test of Time, Five Star Catering, Chain Link Express, Sunrise Farms, RL Construction, NNK Partnership, Outback, KIN Pork Inc, DJ Lerch, LTD May City, Fire Dept, Harmon Oil, Helms Family Farms, M&R Construction, Klaassen Trucking, Bosma Trucking, JET Club Store, Pampered Chef Ellen Bosma, Clipper Windpower, Westview Dairy, VanderVeen Calf Ranch, Vollema Dairy, Karen Witt Daycare, DD Boots Dairy, Portable Welding, Redner Partnership, Reiburg Construction, Walhof Farms, MCM Fabrication, Story Creek Park, 3B Electric, Peterson Construction, DC Construction, Handy Man Service, Bull Dog Powerwash, DJ72 Inc, Ricka Greenhouse, Runking Construction, Birdall View Gardens, Raye Trucking, United Methodist Church, Jessica Smith AVON/Robertson Mechanical, Stan Clubs Ebay, Harris Fire Dept, Forbes MeatGrocery, City of Harris HLP School, Health Auto		19. Administrative/Emailing Office (Proposed): Name OCHEYEDAN EAS Level 13 Miles Away 5.0 Window Service Hours: M-F 08:30-11:00 12:30- SAT 08:30 09:30 Lobby Hours: M-F 7:00-21:00 SAT 7:00-16:00 PO Boxes Available: 127																										
20. Nearest Post Office (if different from above): Name OCHEYEDAN EAS Level 13 Miles Away 5.0 Window Service Hours: M-F 08:30-11:00 12:30- SAT 08:30 09:30 Lobby Hours: M-F 7:00-21:00 SAT 7:00-16:00 PO Boxes Available: 127		21. Prepared by Printed Name and Title SARA LINDAUER Signature SARA LINDAUER Telephone No. AC () (319) 399-2902 PO Discontinuance Coordinator Name KAREN LENANE Telephone No. AC () (319) 399-2902 Location CEDAR RAPIDS, IOWA																										



09/16/2011

MEMO TO THE RECORD

SUBJECT: Certification of the Record
HARRIS
Docket Number 1366304 - 51345

This certifies that all comments and documents enclosed in the attached record are originals, or true and correct copies of the originals.

A handwritten signature in cursive script, appearing to read "Gail M. Hendrix".

GAIL HENDRIX
District Manager

LOG OF POST OFFICE DISCONTINUANCE ACTIONS

Office Name, State, ZIP Code:	HARRIS, IA, 51345-7728
EAS Level:	11
District:	HAWKEYE PFC
County:	OSCEOLA
Congressional District:	IA-05
Proposal:	<input checked="" type="checkbox"/> Close <input type="checkbox"/> Consolidate
Reason For Proposed:	retired
Alternate Service Proposed:	Rural Route Service
Customers Affected:	
Post Office Box:	85
General Delivery:	0
Rural Route:	97
Highway Contract Route (HCR):	0
City Route:	0
Intermediate Rural:	122
Intermediate HCR:	0
Total number of customers:	304

Date	Action
	Office suspended. Reason suspended:
	Suspension notice sent to Headquarters.
03/28/2010	Postmaster vacancy occurred. Reason: retired
	OIC: Career: 0 Noncareer: 1 Other Employees: 1
03/22/2011	District manager authorization to study.
04/11/2011	Questionnaires sent to customers. Number sent: 190 Number Returned: 70
04/20/2011	Analysis: Favorable 6 Unfavorable 23 No Opinion 41
04/22/2011	Petition received. Number of signatures: 127
	Concerns expressed:
04/22/2011	Congressional inquiry received: Yes
	Concerns expressed:
06/29/2011	Proposal and checklist sent to district for review.
06/29/2011	Government Relations and Retail Operations notified by district 10 days before the 60-day posting (PS Form 4920 attached).
06/29/2011	Proposal and invitation for comments posted and round-dated.
09/16/2011	Proposal and invitation for comments removed and round-dated.
	Comment Analysis:
	Favorable 0 Unfavorable 2 No Opinion 0 2
None	Premature PRC appeal received.
	Concerns expressed:
06/28/2011	Updated PS Form 4920 completed (if necessary).
09/16/2011	Certification of the official record.
09/16/2011	District transmittal of official record to vice president, Delivery and Retail, and copy of transmittal letter to vice president, Area Operations.
09/26/2011	Headquarters logged in official record (option entry).
	Record returned to district for additional consideration.
	Record returned as not warranted.
11/07/2011	Final determination posted at affected office(s) and round-dated.
	Final determination removed and round-dated.
	Postal Bulletin Post Office Change Announcement form sent to Headquarters.
	No appeals letter received from Headquarters.
	Appeal to PRC received.
	PRC opinion received on appeal.
	Affirmed: _____ Remanded: _____ USPS Withdrawn: _____
	Address management systems notified to updated AMS report.
	Discontinuance announced in Postal Bulletin No.: _____ Effective date: _____

Review Coordinator/person most familiar with the case:

KAREN LENANE	(319) 399-2902
Name/Title	Telephone Number
KAREN LENANE	(319) 399-2902
District Post Office Review Coordinator	Telephone Number



09/16/2011

VICE PRESIDENT, DELIVERY AND POST OFFICE OPERATIONS
UNITED STATES POSTAL SERVICE
475 L'ENFANT PLAZA ROOM 5621
WASHINGTON DC 20260-5621

SUBJECT: Official Record

Enclosed for your review and approval is the official record to discontinue the Harris Post Office.

All appropriate actions have been taken, and we have considered the concerns/comments of affected customers. The record has been thoroughly reviewed, and all necessary documentation is included. All documents in the record are numbered and contain docket and item numbers on each page and a chronological index of all documents in the record is included. Effective and regular service will be provided to community residents by permanently implementing the alternative service proposed.

Refer questions about this Post Office discontinuance to Karen Lenane, Post Office Review Coordinator, at (319) 399-2902 or Kent Gochenour Manager Post Office Operations.

A handwritten signature in cursive script, appearing to read "W. J. Herrmann".

WILLIAM HERRMANN
DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:

One copy of record (<http://hqcsopps.usps.gov/public/dis/4E/P1366304.pdf>)
Headquarters acknowledgment of receipt of official record (optional)
Self-addressed envelope

cc: Vice President, WESTERN Area (no enclosures)

Headquarters Acknowledgment of Receipt of Official Record

The official record to consolidate the HARRIS was received by 09/26/2011.
Please contact the Headquarters coordinator at (916) 916-8315 or the address below for additional information regarding its status.

475 L'ENFANT PLAZA SW ROOM 6700
WASHINGTON DC 20260-6700

Enclosure: (self-addressed envelope)

***Note:** The acknowledgment form is optional and to be used at the district's discretion. Please provide the following memorandum **and** **and a self-addressed return envelope** if you wish to receive an acknowledgment of Headquarters receipt of the record.

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Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1366304 - 51345

I. RESPONSIVENESS TO COMMUNITY POSTAL NEEDS

The Postal Service is issuing the final determination to close the Harris, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ocheyedan Post Office, located six miles away.

The postmaster position became vacant when the postmaster retired on March 26, 2010. Since the postmaster vacancy an OIC has been installed to operate the office. Postmaster level and office service hours are determined by a workload analysis which includes the number of deliveries and revenue.

The office was studied for possible closing or consolidation due to the following reasons: Study for discontinuance is based on declining volumes, declining workload, revenue, and the ability of the Postal Service to provide effective and regular service by an alternate means.

The Harris Post Office, an EAS-11 level, provides service from 08:00 - 12:00 13:00 - 16:15 Monday - Friday, 08:00 - 09:15 Saturday and lobby hours of 6:00am - 9:00pm on Monday - Friday and 6:00am - 9:00pm on Saturday to 85 post office box or general delivery customers and 97 delivery customers. Retail services included the sale of stamps, stamped paper, and money orders; special services such as Registered Mail, Certified Mail, Insured Mail, COD Mail, and Express Mail services; and the acceptance and dispatch of all classes of mail.

The retail window averaged 18 transaction(s) accounting for 19 minute(s) of retail workload daily. With minimal workload, the Postal Service feels that effective and regular service will be provided by rural route service. Office receipts for the last 3 years were: \$24,946 (65 revenue units) in FY 2008; \$25,831 (67 revenue units) in FY 2009; and \$21,516 (56 revenue units) in FY 2010. There were no permit mailer(s) or postage meter customer(s).

On April 28, 2011, representatives from the Postal Service were available at Harris Community building to answer questions and provide information to customers. 72 customer(s) attended the meeting.

On April 11, 2011, 190 questionnaires were distributed to delivery customers of the Harris Post Office. Questionnaires were also available over the counter for retail customers at the Harris Post Office. 70 questionnaires were returned. Responses regarding the proposed alternate service were as follows: 6 favorable, 23 unfavorable, and 41 expressed no opinion.

One congressional inquiry was received on April 22, 2011.

A petition supporting the retention of the Harris Post Office was received on April 20, 2011, with 127 signatures.

When this final determination is implemented, delivery and retail services will be provided by the Ocheyedan Post Office, an EAS-13 level office. Window service hours at the Ocheyedan Post Office are from 08:30-11:00 12:30- 16:00, Monday through Friday, and 08:30 09:30 on Saturday. There are 127 post office boxes available.

The proposal to close the Harris Post Office was posted with an invitation for comment at the Harris Post Office and Ocheyedan Post Office from July 11, 2011 to September 11, 2011. The following additional concerns were received during the proposal posting period:

1. **Concern:**

Customer expressed a concern about package delivery and pickup.

Response:

The customer expressed concern regarding services. Rural carriers will deliver packages that fit in your rural mail box, if the package does not fit in the mail box, the carrier will deliver the package up to ½ mile off of the line of travel, at a designated place, such as on your porch or under a carport. For carrier pick up of packages, you can contact the administrative Post Office, letting the carrier know that you have a package available for pick up. The carrier can deviate from the line of travel in order to receive packages. The rural carrier will accept letters, flats or packages up to 13 ounces for mailing. The carrier will estimate the cost and provide a receipt for any money received. On the following delivery day the carrier will provide change or a bill for the amount over the estimate. Packages over 13 ounces may be picked up if the postage was printed online or with a traceable meter.

2. **Concern:**

Customers expressed concern about misdelivered mail.

Response:

The customer had some concerns regarding misdelivery. The concern about misdelivery has been brought to the attention of the administrative postmaster. The Postal Service regrets any inconvenience that customers have experienced because of misdelivery. We consider misdelivered mail a very serious problem and appreciate when customers report this to us since it provides an opportunity to take corrective action. You have also stated that the Postal employee at the Sibley Post Office was rude. Employee courtesy is always a concern of postal managers. Postal employees receive periodic instructions regarding employee courtesy. We do not condone our employees' execution of their duties in an unprofessional or discourteous manner.

They concern will be conveyed.

3. **Concern:** Customers expressed concern regarding the mode of delivery.
Response: The type of rural delivery has yet to be determined.
4. **Concern:** Customers expressed concern regarding the mode of delivery.
Response: The type of rural delivery has yet to be determined.
5. **Concern:** Customers inquired about mailbox installation and maintenance.
Response: The customer were concerned about who would provide snow removal for the cluster box units. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. The Postal Service will contract someone to remove the snow.
6. **Concern:** Customers inquired about mailbox installation and maintenance.
Response: The customer were concerned that delivery to cluster box units would be more costly than keeping the present system. Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers. Rural delivery to Cluster Box Units would be more cost efficient than maintaining a Post Office.
7. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Response: Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
8. **Concern:** Customers said they would miss the special attention and assistance provided by the personnel at the Post Office.
Response: The customer have stated that you enjoy the service at the Harris Post Office. Courteous and helpful service will be provided by personnel at the administrative Post Office and from the carrier. Special assistance will be provided as needed.
9. **Concern:** Customers stated that the government should be creating jobs, not eliminating them.
Response: The customer stated that the government should be creating jobs and not eliminating them. The Postal Service is not supported by tax dollars and relies on the revenue generated from the products and services they provide. The organization also is required to perform like a business. Due to the reduction of workload, the Postal Service has been aggressively trying to reduce the workforce to meet the workload. Creating more positions in this scenario would be fiscally irresponsible.
10. **Concern:** Customers were concerned about later delivery of mail.
Response: The customer were concerned about delivery times. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services,

such as Post Office box service that provide access to their mail earlier and throughout the day.

11. **Concern:** Customers were concerned about later delivery of mail.
- Response:** The customer were concerned about maintaining 9:00 am delivery. The top priority of the Postal Service is to provide mail service in the most efficient manner possible because all of our costs are reflected in postage rates customers must pay. Delivery costs are one of our biggest expenses, so you can be assured that careful thought is given to the structure of each route. A customer's location on a carrier's line of travel determines the time of day mail is delivered. This, of course, precludes providing early delivery of mail to every customer because, no matter how we structure a route, somebody must be last. We do, however, carefully consider the volume of mail for each route so that we can deliver the greatest amount of mail at the earliest possible hour. With the largest fleet of delivery vehicles in the world, to minimize vehicle and fuel expenses we must also pay special attention to energy conservation measures. When the price of gasoline goes up one cent per gallon our total gasoline cost rises more than \$1 million. Therefore, when structuring a route, we must balance our goal to deliver as much mail as possible as early as possible with the need to minimize the travel distance a route must cover. We do regret the inconvenience to customers who would like, but cannot receive, early mail delivery. For those customers we offer alternative delivery services, such as Post Office box service that provide access to their mail earlier and throughout the day.
12. **Concern:** Customers asked how much the Postal Service would save by switching to 5 day delivery.
- Response:** The Postal Service proposes that switching to 5 day delivery could potentially save the Postal Service \$3 billion a year.
13. **Concern:** Customers asked why their post office was being discontinued while others were retained
- Response:** The customer asked why the suspended post office was being discontinued while others were retained. Post offices are reviewed on a case-by-case basis. When there is a vacancy in a small office, it is customary to conduct a study of the business activity and investigate the feasibility of providing service by alternate means.
14. **Concern:** Customers expressed concern about collection of outgoing mail.
- Response:** Collection of mail will be made by the carrier when serving the route. The customer should raise the flag on the mailbox to alert the carrier that outgoing mail is to be collected from the mailbox. All mail will be postmarked and sent to the plant.
15. **Concern:** Customers inquired about cluster box unit installation and maintenance.
- Response:** Cluster box units are purchased, installed, and maintained by the Postal Service at no expense to customers.
16. **Concern:** Customers questioned as to if the rural carrier could handle the extra workload.
- Response:** Rural carriers are paid based on an evaluation of the route. Many routes can be added to before they meet an overburdened status. Deliveries will be added to routes as needed. If all routes have been filled, an auxiliary route which would be served by an existing employee
17. **Concern:** Customers questioned as to why the Postal Service couldn't simply raise rates to offset the losses.
- Response:** The Postal Service is facing competition from electronic communications. As a result, it is imperative that they continue to keep rates low to entice customers to continue using the Postal Service. Rates have been raised but at a nominal rate to maintain our current customers.

18. **Concern:** Customers questioned as to why the Postal Service is considering the closing of large facilities, such as finance stations in larger communities, when they are turning a profit.
- Response:** The Postal Service is seeking means to perform services in a more efficient manner. The Postal Service is searching for ways to redirect retail and delivery traffic to achieve more efficiency.
19. **Concern:** Customers questioned as to why the Postal Service was spending money on this study and the purchasing of CBUs.
- Response:** The Postal Service is forced to change the way business is performed. As a result, studies are necessary to make changes within the laws and regulations. The Postal Service views these studies as investments for the future.
20. **Concern:** Customers questioned the economic savings of the proposed discontinuance.
- Response:** Carrier service is more cost-effective than maintaining a postal facility and postmaster position. The Postal Service estimates \$32,347 annual savings.
21. **Concern:** Customers wanted to know why a nearby postmaster wasn't required to fill the position in Harris.
- Response:** The Postal Service cannot force a postmaster to go to another post office on a permanent basis at this time. There is also a hiring freeze on any promotions or laterals.
22. **Concern:** Customers were concerned about obtaining accountable mail and large parcels.
- Response:** If you live less than one-half mile from the line of travel, the carrier will attempt delivery of accountable items and large parcels to the customer's residence. If the live over one-half mile away or is not home when delivery is attempted, a notice will be left in the mailbox. Large parcels will be left outside the mailbox or at a designated location or a notice will be left in the mailbox. Attempted delivery items will be taken back to the administrative Post Office. Customers may pick up the item at the post office, request redelivery on another day or authorize delivery to another part.
23. **Concern:** Customers were concerned about the Officer in Charge's employment.
- Response:** The OIC is an employee from another office and will return to her office in the event of a discontinuance. A new clerk contract is under consideration which will allow more options for PMRs to apply for Postal Employment with limited benefits.
24. **Concern:** Customers wondered if it was possible for 1 postmaster to overlook several Post Offices to save money.
- Response:** The Post Office is considering several different options at this time including a restructuring of the management duties of postmasters. However, at this time this option is not being considered when effective and regular service can be provided to the community through a more cost efficient alternate means.
25. **Concern:** Customers wondered if there would also be a savings since the star route truck wouldn't be required to stop at the Harris Post Office.
- Response:** The Star Route stop in Harris would be eliminated. Therefore, there would be a costs savings.

Some advantages of the proposal are:

1. The rural and contract carriers may provide retail services, alleviating the need to go to the post office. Stamps by Mail order forms are provided for customer convenience.
2. Customers opting for carrier service will have 24-hour access to their mail.
3. Savings for the Postal Service contribute in the long run to stable postage rates and savings for customers.

4. CBU's can offer the security of individually locked mail compartments. Parcel lockers provide convenient parcel delivery for customers.
5. Customers opting for carrier service will not have to pay post office box fees.
6. Saves time and energy for customers who drive to the post office to pick up mail.

Some disadvantages of the proposal are:

1. The loss of a retail outlet. Retail services may be provided by the rural or contract delivery carrier.
2. Meeting the rural or contract delivery carrier at the box to transact business. However, it is not necessary to be present to conduct most Postal Service transactions.
3. A change in the mailing address. The community name will continue to be used in the new address. A carrier route address will be assigned.

Taking all available information into consideration, the Postal Service concludes this final determination will provide a maximum degree of effective and regular postal services to the community.

II. EFFECT ON COMMUNITY

Harris is an incorporated community located in OSCEOLA County. The community is administered politically by Mayor and council. Police protection is provided by the Osceola County Sheriff. Fire protection is provided by the Harris Fire Department. The community is comprised of retirees, commuters, and self-employed residents and those who commute to work at nearby communities and may work in local businesses.

Businesses and organizations include: Harris United Methodist Church, Harris Economic Devoplement, CEA BB Sales, Brueggeman Farms, Expressions, Dugout Creek Design, Southpaws, Test of Time, Five Star Catering, Clain Link Express, Sunrise Farms, RL Construction, NNK Partnership, Outback, KIN Pork Inc, DJ Lorch, LTD May City, Fire Dept, Harmon Oil, Hibma Family Farms, M&R Construction, Klaassen Trucking, Bosma Trucking, HET Club Store, Pampered Chef Ellen Bosma, Clipper Windpower, Westview Dairy, VanderVeen Calf Ranch, Vellema Dairy, Karen Witt Daycare, DD Boots Dairy, Portable Welding, Recher Partnership, Reisburg Contruction, Walhoef Farms, MCM Fabrication, Stony Creek Pork, 3B Electric, Peterson Construction, DC Construction, Handy Man Servcie, Bull Dog Powerwash, DJ72 Inc, Ricks Greenhouse, Ravling Construction, Birdsell View Gardens, Raye Trucking, United Methodist Church, Jessica Smith AVON, Roberston Mechanical, Stan Clubs Ebay, Harris Fire Dept, Forbes MeatGrocery, City of Harris HLP School, Heath Auto. Residents may travel to nearby communities for other supplies and services.

Nonpostal services provided at the Harris Post Office will be available at the Ocheyedan Post Office. Government forms normally provided by the Post Office will also be available at the Ocheyedan Post Office or by contacting your local government agency.

The following nonpostal concerns were expressed from questionnaires, the community meeting, on the petition, and on the congressional inquiry:

1. **Concern:** Customers expressed concern for loss of community identity.
Response: The customer were concerned that a discontinuance of the Harris Post Office would "kill" the community. A community's identity derives from the interest and vitality of its residents and their use of its name. The Postal Service is helping to preserve community identity by continuing the use of the Community name and ZIP Code in addresses.
2. **Concern:** Customers were concerned about loss of employment in the community.
Response: The postmaster position is vacant and there is no guarantee that any replacement postmaster would be from the community.

Based on the information obtained in the course of this discontinuance study, the Postal Service concludes this final determination will not adversely affect the community.

III. EFFECT ON EMPLOYEES

The postmaster position became vacant when the postmaster retired on March 26, 2010. The noncareer postmaster relief (PMR) may be separated from the Postal Service. No other Postal Service employee will be adversely affected. Since the postmaster vacancy an OIC has been installed to operate the office.

IV. ECONOMIC SAVINGS

The Postal Service estimates an annual savings of \$ 32,747 with a breakdown as follows:

Postmaster Salary (EAS-11, No COLA)	\$ 33,168
Fringe Benefits @ 33.5%	\$ 11,111

Annual Lease Costs

Total Annual Costs

Less Annual Cost of Replacement Service

Total Annual Savings

+ \$ 1,600

\$ 45,879

- \$ 13,132

\$ 32,747

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V. OTHER FACTORS

The Postal Service has identified no other factors for consideration.

VI. SUMMARY

This is the final determination to close the Harris, IA Post Office and provide delivery and retail services by rural route service under the administrative responsibility of the Ocheyedan Post Office, located six miles away.

The postmaster retired on March 26, 2010. If the office has a noncareer PMR(s), they may be separated from the Postal Service; however, attempts will be made to reassign the employee(s) to a nearby facility. No other employee(s) will be adversely affected. The workload has declined. Effective and regular service will continue to be provided by rural route service.

The Harris Post Office provided delivery and retail service to 85 PO Box or general delivery customers and 97 delivery route customers. The daily retail window transactions averaged 18. There are no permit mailers or postage meter customers.

There will no longer be a retail outlet in the community. However, delivery and retail services may be available from a rural or contract delivery carrier, which could alleviate the need to travel to a Post Office for service. The Postal Service will save an estimated \$32,747 annually. A disadvantage to some will be in meeting the rural or contract delivery carrier to transact business. However, it is not necessary to be present to conduct most Postal Service transactions with rural or contract delivery carrier.

Taking all available information into consideration, the Postal Service has determined that the advantages outweigh the disadvantages and this final determination is warranted.

VII. NOTICES

- A. **Support Materials.** Copies of all materials upon which this final determination is based are available for public inspection at the Harris Post Office and Ocheyedan Post Office during normal office hours.
- B. **Appeal Rights.** This final determination to close the Harris Post Office may be appealed by any person served by that office to the Postal Regulatory Commission at 901 New York Ave NW, Suite 200, Washington DC 20268-0001. Appeals must be received by the Commission within 30 days of the date this final determination is posted. If an appeal is filed, copies of appeal documents prepared by the Postal Regulatory Commission or the parties to the appeal will be made available for public inspection at Harris Post Office and Ocheyedan Post Office during normal office hours.



Dean J. Granholm
Vice President of Delivery and Post Office Operations

10/24/2011

Date



11/07/2011

OFFICER-IN-CHARGE/POSTMASTER
Harris Post Office

SUBJECT: Letter of Instructions Regarding Posting of the Harris Post Office Final Determination
Docket No. 1366304 - 51345

Please post in the lobby the enclosed final determination to close the Harris Post Office. The final determination must be posted in a prominent place from 11/07/2011 through close of business on 12/09/2011. It must be posted for at least 30 days and the first day does not count. Additionally, please take down the posted "Notice of Taking Proposal and Comments under Internal Consideration" and return to this office.

Round-date stamp the cover of the final determination on the date of posting and on the date of removal. Please send the final determination to me by close of business on 12/10/2011.

Additional copies of the final determination are enclosed. Provide them to customers upon request.

Also enclosed is the official record upon which this final determination is based. Customers may read it; however, they may not remove it from your office. When a customer requests a copy of the record, provide it upon payment of any fees prescribed in Administrative Support Manual. If you do not have photocopy equipment, take the customer's name, address and telephone number and contact the district for needed copies.

If there are any questions, please contact me at (319) 399-2902.

Sincerely,

A handwritten signature in blue ink, appearing to read "K. Lenane", written over a faint circular postmark.

KAREN LENANE
POST OFFICE REVIEW COORDINATOR
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

Enclosures:
Final Determination Official Record



Date of Posting: 11/07/2011

Date of Removal: 12/09/2011

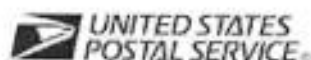
FINAL DETERMINATION TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE



Date of Removal: 12/09/2011

FINAL DETERMINATION TO CLOSE
THE HARRIS, IA POST OFFICE
AND ESTABLISH
SERVICE BY RURAL ROUTE SERVICE

DOCKET NUMBER 1366304 - 51345



10/24/2011

DISTRICT MANAGER
PO BOX 9998
CEDAR RAPIDS, IOWA 52406-9998

ATTENTION: Post Office Review Coordinator

SUBJECT: Final Determination- HARRIS

The final determination to discontinue the subject Post Office is enclosed, along with a Postal Bulletin announcement form to be completed and returned to this office through the district.

Please provide public notice by prominently posting a copy of the final determination in the appropriate Post Office. Make a copy of the completed record available for public inspection during normal working hours at the Post Office during the mandatory 30-day posting period. Please note that the first day of the actual 30-day posting period begins at day "zero".

POSTAL BULLETIN - POST OFFICE CHANGE ANNOUNCEMENT

Complete the enclosed Postal Bulletin Post Office Change Announcement form in its entirety and send it to this office (in triplicate) on the day the final determination is removed. One form will be used to document the official record, one sent to the Accounting Systems Development office, and the third copy will be forwarded to the Headquarters Address Management. Please note that Headquarters Address Management will not announce any Post Office closing or consolidation except when requested in writing by this office. Announcement form mailing instructions are provided at the bottom of the form.

APPEAL

Providing there are no appeals to the Postal Rate Commission, the office will be officially discontinued the first Saturday that falls 60 days after posting the final determination. If the final determination is appealed, we will furnish you with appropriate instructions. Please contact this office if a different date is needed for the official discontinuance. It must be noted, however, that the law prohibits discontinuance sooner than 60 days after the date the final determination was posted.

NATIONAL FIVE-DIGIT ZIP CODE AND POST OFFICE DIRECTORY UPDATE

Please coordinate with your Address Management System (AMS) unit to make sure that the AMS database is updated according to existing Headquarters Address Management instructions. That request, however, shall not be made until this office has notified you in writing that no appeals are pending.

OFFICIAL RECORD

Chronologically file this memorandum in your copy of the official record. All final determination postings must be added to the record at the end of the 30-day public posting period. Do not send them to Headquarters. The official record should be archived at the district by the Post Office discontinuance coordinator after the appeal decision is rendered and/or the Post Office change announcement has appeared in the Postal Bulletin.

If you have any questions, please contact Rich Rudez at (202) 268-5062.

Thank you for your assistance.

A handwritten signature in blue ink, appearing to read "Dean J. Granholm".

Dean J. Granholm
Vice President Delivery and Post Office Operations

Enclosure: (2)

cc:
Vice President, Area Operations, WESTERN Area